



## **Youth Work in a Digital Age Consultation with young people and practitioners**



**Research undertaken by Sunderland Voluntary Sector Youth Forum (SVSYF) -  
June 2011**

*Report compiled by Amanda Gerry, Development Officer, SVSYF – July 2011*

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## Introduction

Since 2009 Sunderland Voluntary Sector Youth Forum (SVSYF) has been involved in exploring social networking and digital media tools (with particular attention focused on privacy and consent) with youth work practitioners across Sunderland in partnership with VOME (Visualisation and other methods of engagement, University of Royal Holloway, Salford and Cranfield).



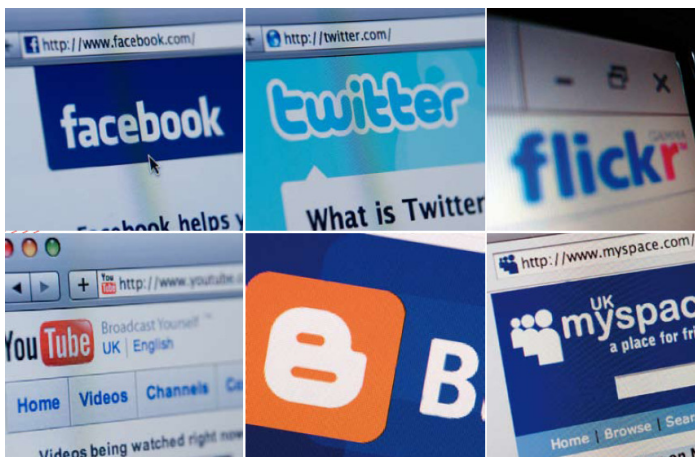
During the past 2 years it has become apparent that practitioners and young people's use of social media is changing rapidly and wanted to understand what was happening locally in the field of youth work. In June 2011 SVSYF undertook a small scale consultation with young people and practitioners to gather some baseline data to help inform our practice and explore options to support youth work organisations engage with young people using these tools.

This report has been compiled using the results of this data and has helped influence some of the work undertaken by SVSYF when organising the North East's first ever conference regarding digital media 'Youth Work in a Digital Age', held at Sunderland University on 14<sup>th</sup> July 2011.

The aim of the research was to gather some base-line data from young people and practitioners to try and understand the following;

- To find out practitioners and young peoples experiences when using the internet.
- To understand social networks and practitioners and young peoples use of them.
- To understand what challenges if any practitioners face when using the internet in a professional capacity.
- To explore ways of using social media creatively, and start to develop ideas on how we can expand this in a youth work setting.

## Methodology



The research was carried out using an online questionnaire hosted via Google docs.

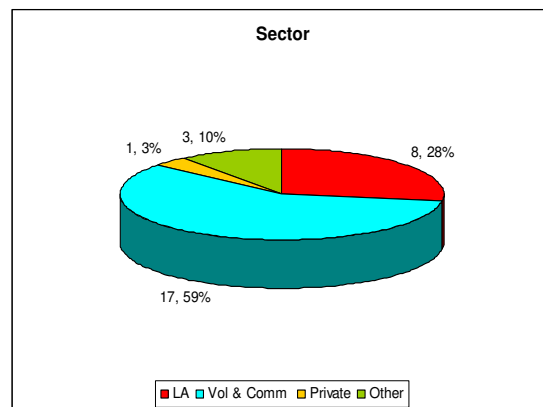
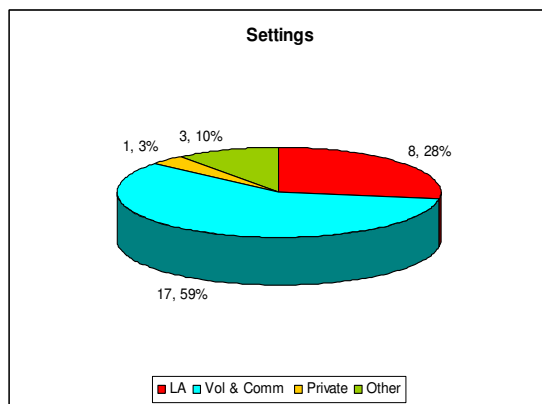
There were separate questionnaires for young people and practitioners.

Both questionnaires were promoted via

- SVSYF Website
- SVSYF Snippets (sent to 400 members and partners)
- SVSYF Facebook page
- SVSYF Digital Media Working Group members who promoted this via their own networks
- City of Sunderland Corporate Consultation website
- Letsgosunderland website
- HYPP facebook page
- City of Sunderland Community IT department – email circulation via E-Champions Network
- Email circulation to all SVSYF member organisations

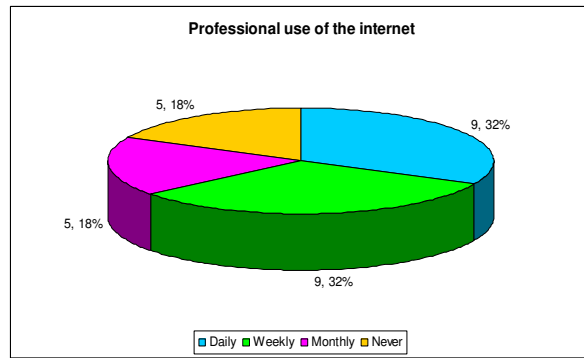
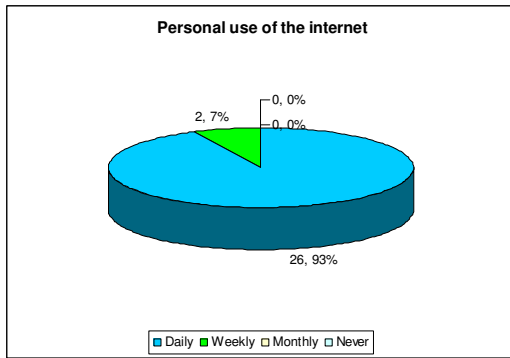
### **Practitioners data**

29 (46% male, 54% female) practitioners who work with young people across a range of settings from both statutory and voluntary organisations completed the survey. The majority of practitioners surveyed were centre based or detached / outreach workers, although there was a good mixture of youth workers (68%) and workers from other disciplines (32%) including Connexions, Social Workers, Housing Officers and Community Development Officers.



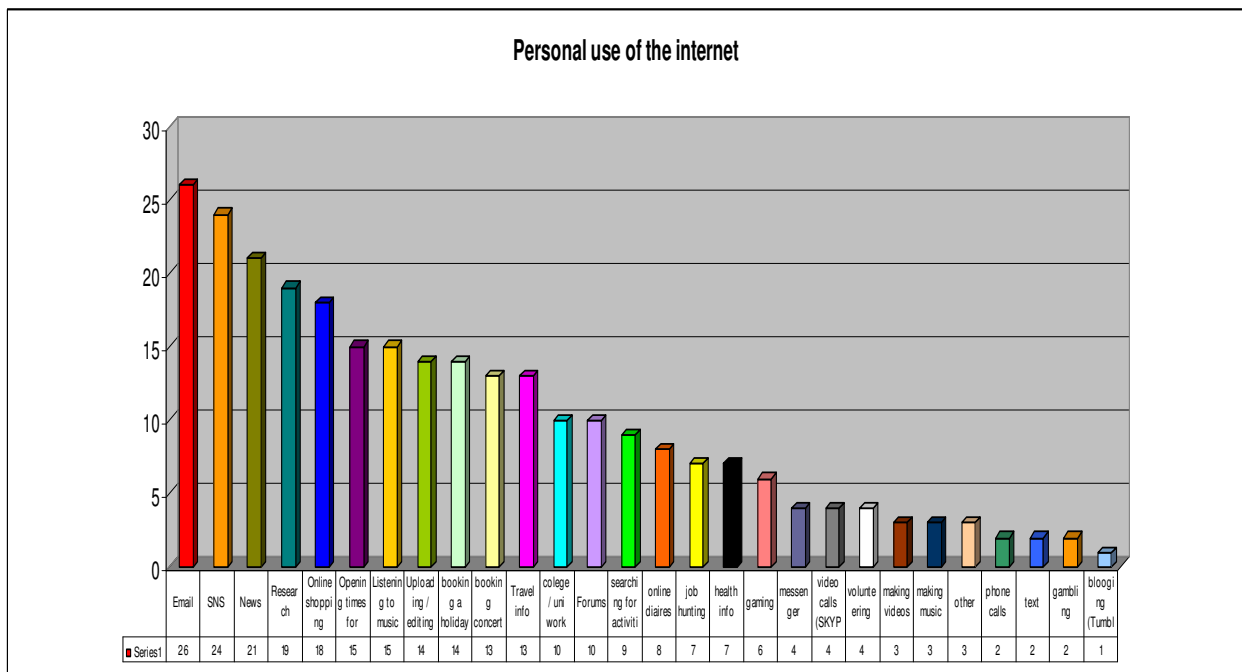
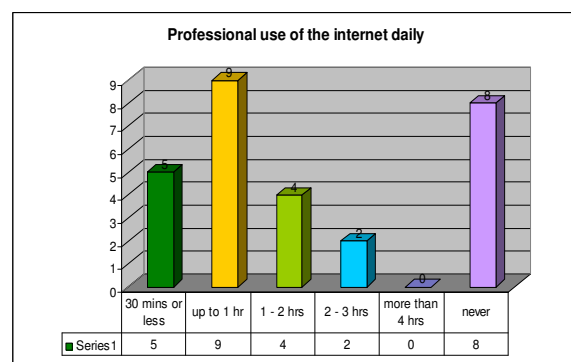
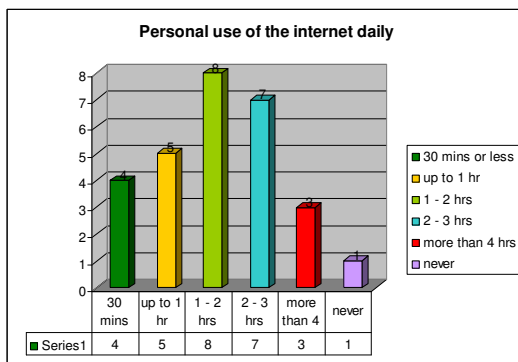
The research compared practitioners 'Personal' use of the internet against their 'Professional' use.

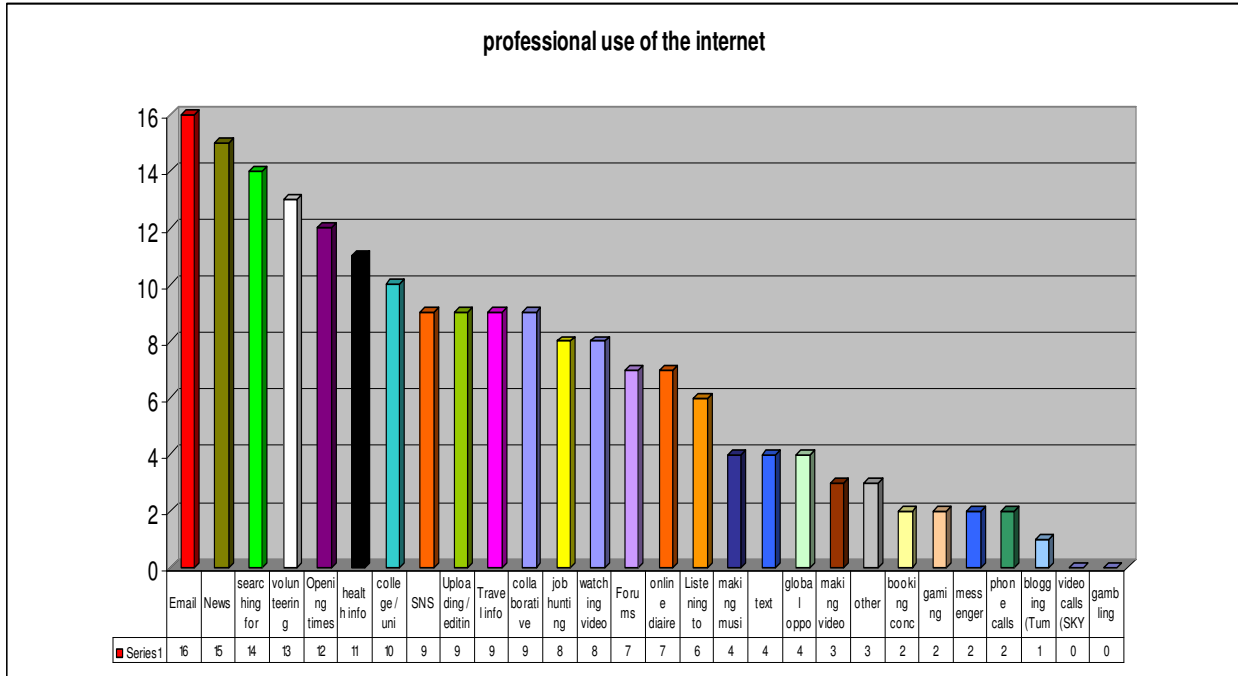
90% of practitioners surveyed use the internet daily, 52% of these using it for between 1 and 3 hrs. 66.66% use a laptop or desk top pc, with 28.33% using a mobile phone (inc iphone) to access the internet. On average practitioners use 1 device per person, compared to average of 2.7 ways young people get online.



Interestingly no practitioners use an Ipad / Ipod touch or any other console device to access the internet as opposed to 16.98% of young people who use these devices, illustrating that young people are early adopters of technology.

100% of practitioners (personal use) and young people use the internet, with 93% of practitioners as opposed to 85% of young people using it every day. 86% of practitioners have a personal social networking account; 21% visiting a social network site (sns) every day. This compares to (95%) of young people illustrating that practitioners have equal access to social networking but choose to use it less.





In the last 6 months the top 5 sites visited by practitioners for personal use are;

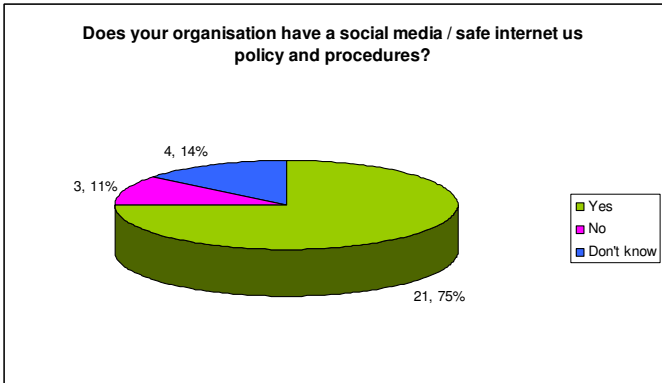
- Facebook 82%
- Youtube 82%
- Hotmail 68%
- Google search engine 68%
- Google docs 54%

These tools can easily be adapted to support the youth work curriculum. For example; YouTube – there are opportunities to use with young people; making, editing and uploading young peoples videos to share talent, highlighting issues young people feel strongly about, sharing good practice, making adverts for promoting activities within individual youth work organisations.

In a professional capacity only 32% use the internet daily, 21% using it for 1 – 3 hrs. This highlights that only 1/3 of practitioners are using the internet in their work with young people, as opposed to 100% who are using it for their personal use.

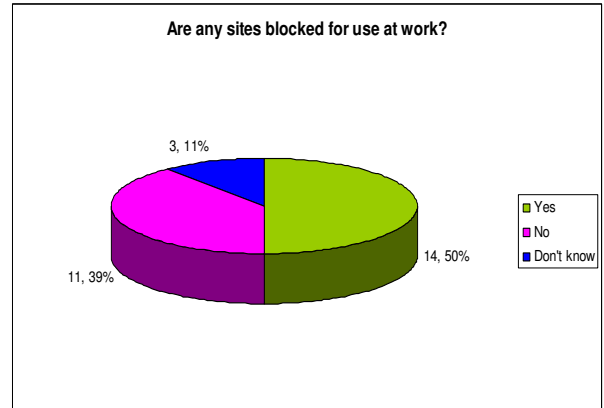
Over ½ of the practitioners surveyed told us they would like some training and support with 52.17% asking for practical sessions, including creating their own webpage, youtube, twitter or facebook account.

8.7% asked for support with policy guidance, and would like to see more case studies portraying work already happening in other organisations using different tools. 13.04% would like help with different software.



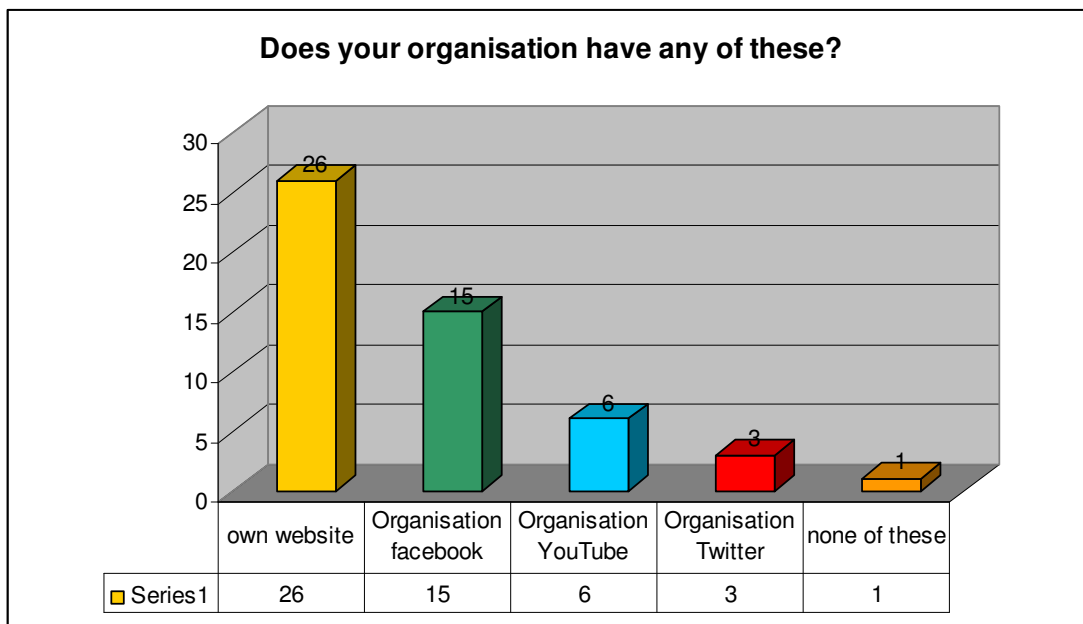
Organisations seem equipped to adapt some of the social networking tools and digital media available; nearly ¾'s (72%) of organisations have a social media / safe internet use policy and procedures in existence

93% of practitioners tell us they have access to the internet at work, although 48% told us that the very tools that would help them engage with young people including; all social media sites (facebook, twitter, youtube) ebay and safc are blocked.



Many organisations are slowly adopting digital media to promote the activities they offer to young people;

- 93% of organisations surveyed have own website
- 54 have and organisational facebook page
- 21% have a twitter account
- 88.46% of orgs plan to create some of the above in the next 6 months
- Only 4% of organisations have none of these.



Suggestions for future opportunities included;

- using digital media to help with online booking for activities
- supporting practitioners
- collaborative working
- using games to explore issues
- consulting with young people.

## Young People's data

61 young people from a range of backgrounds and settings were surveyed from across the city. 66% (40) were aged between 13 – 19 years old, with an even gender split.

85% of young people surveyed told us they used the internet everyday;

- Only 3% of young people used the internet for less than 1 hour per day
- 59% use it for 3 – 6 hrs and 15% for more than 7hrs
- 95% have a social network account, with 58% using this site every day,
- The main reason young people use social networking sites is to stay in touch with family and friends (62.5%)
- 42.11% of young people told us they have between 100 and 500 online 'friends', and 10.53% have between 1000 and 2000 friends on their social networking site.
- Most young people told us they use the internet to keep in touch with friends and family

## What do you use the internet for?

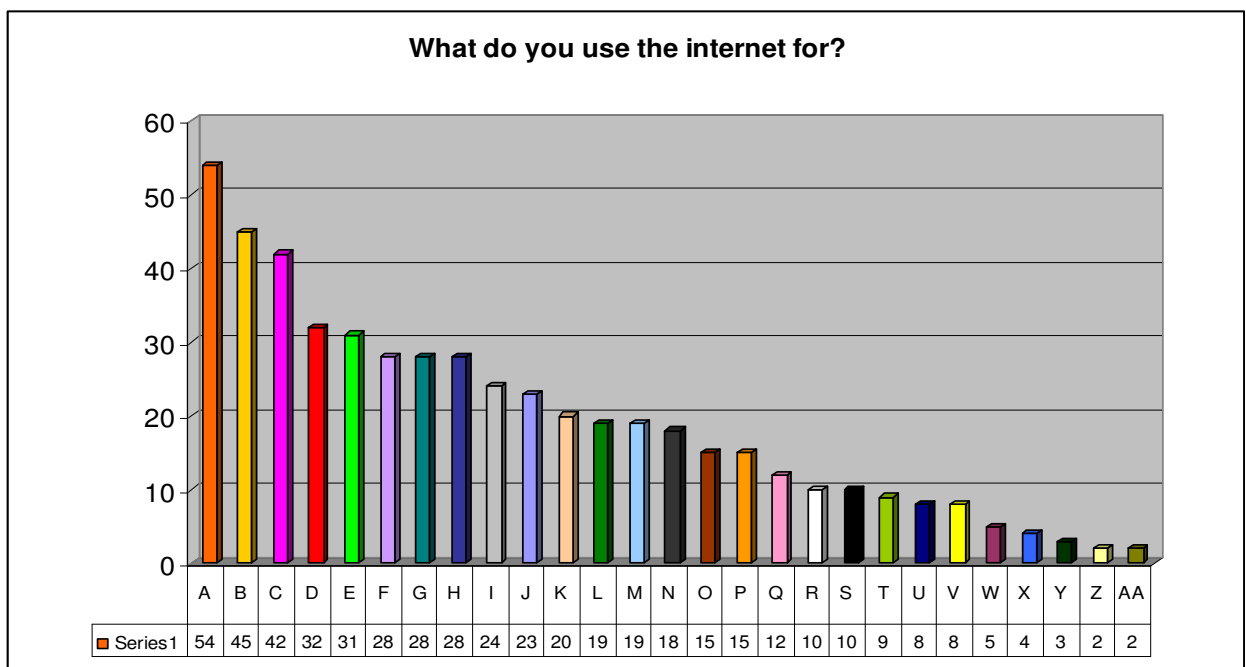
Top 3

- 90% SNS
- 75% listening to music
- 70% watching videos

Bottom 3

- Making videos
- Gambling
- Phone calls

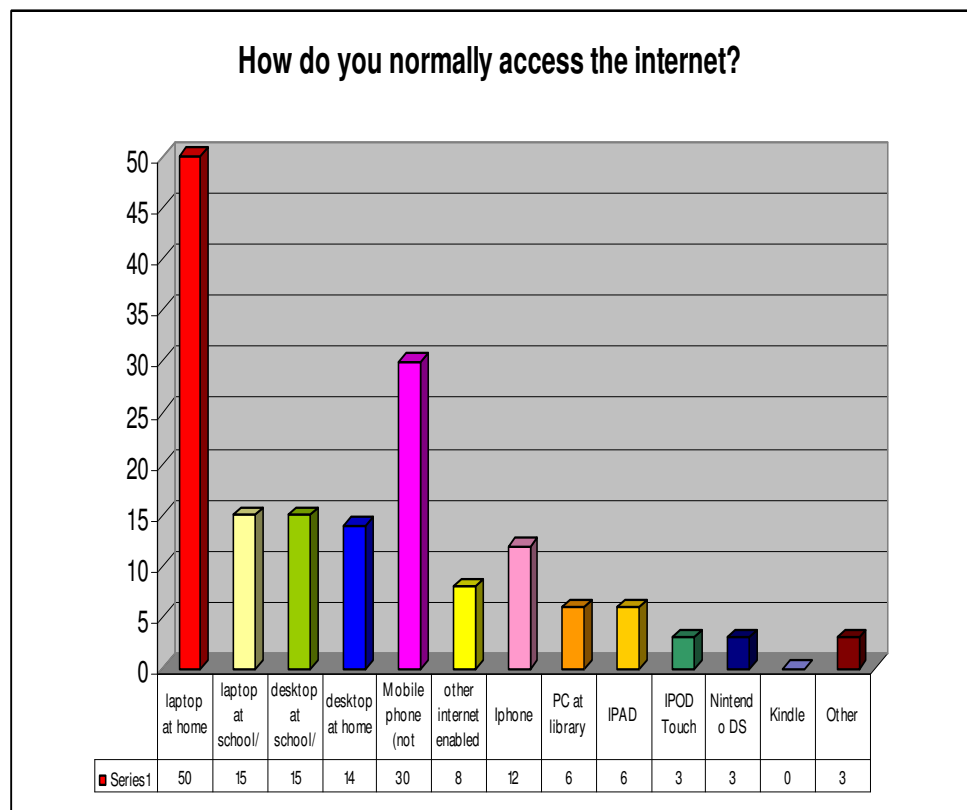
On average young people take part in 8.43 activities, ..... so they are NOT just on facebook all day!!!



A	SNS
B	Listening to music
C	watching videos
D	email
E	research
F	Messenger
G	online shopping
H	school/college/uni work
I	book concert/gig
J	uploading/editing photos
K	gaming
L	job hunting
M	travel info
	opening times
N	sports/leisure
O	booking holiday
P	news
Q	SKYPE
R	Health info
S	text
T	activities
U	making music
V	volunteering ops
W	blogging
X	making videos
Y	other
Z	gambling
AA	phone calls

### How do you normally access the internet?

- 64 (40.25%) from home
- 26 (16.98%) used an iphone / ipad / ipod touch
- 8 (18%) web enabled device (i.e. games console)
- Only 2 young people (both female) used only their mobile phones to access social network sites and listen to music, 1 of these females (aged 16 – 19yrs) spending between 5 – 6 hrs per day on this



### **Other interesting facts from the research**

- One female (aged 20yrs+) only access to the internet was via a Nintendo DS
- One female (aged 13 – 15 years) accessed only social networking sites on the internet
- One female (aged 16 – 19 years) spend between 5 and 6 hours per day on the internet accessing facebook and listening to music
- 3 females and 4 males (all aged 13 – 15 years) told us they accessed the internet via a laptop at home only.

On average young people have 2.7 ways of getting online.

### **What websites have you accessed in the last 6 months?**

Young people use the internet for all sorts of reasons, some of the top sites visited include;

- 98% facebook
- 83% youtube
- 67% Google
- 32% Twitter

Nearly half (49.57%) of young people use the internet for conversations, sites include facebook and other social network sites, hotmail, msn, twitter and forums.

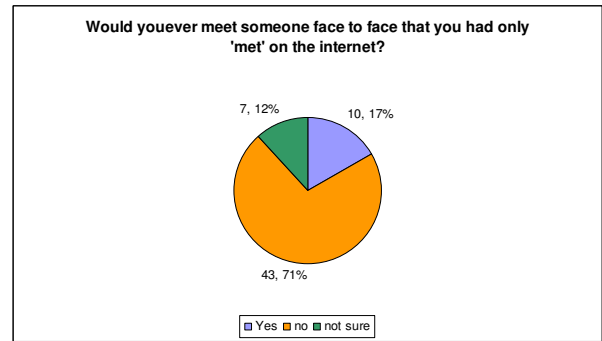
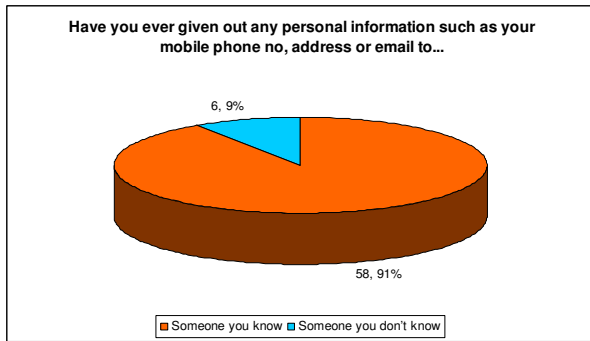
23.05% of young people use the internet to listen to music, watch videos or edit / upload photographs.

Young people told us the internet's 2 most important features are;

- (31.82%) providing information in seconds
- (22.75%) keeping in touch friends and family.

### **Online safety**

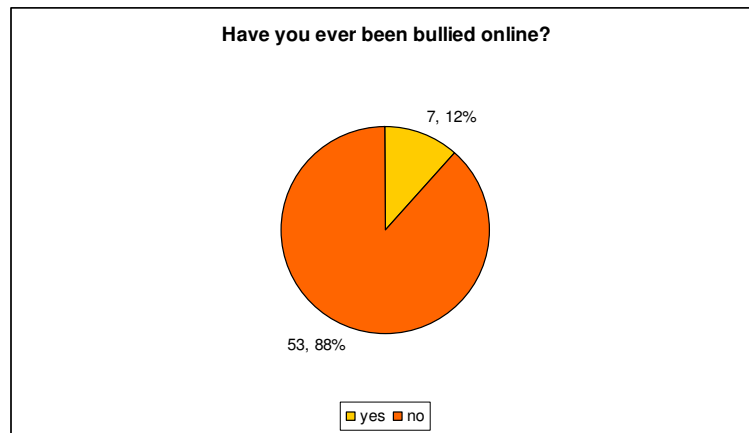
Nearly all (90%) of young people surveyed do care about keeping their information private. 92% of them know how to change their privacy settings, and 62% of young people have used this feature in the past, with 81.82% of young people telling us they changed their settings so *“people I don't know can't get in touch”, “randomers can't add me or see my info”, “people can't hack my account”*.



11% of young people surveyed told us they had been bullied on-line, most of them via facebook. Compared to bullying figures 'off-line' this is comparably lower.

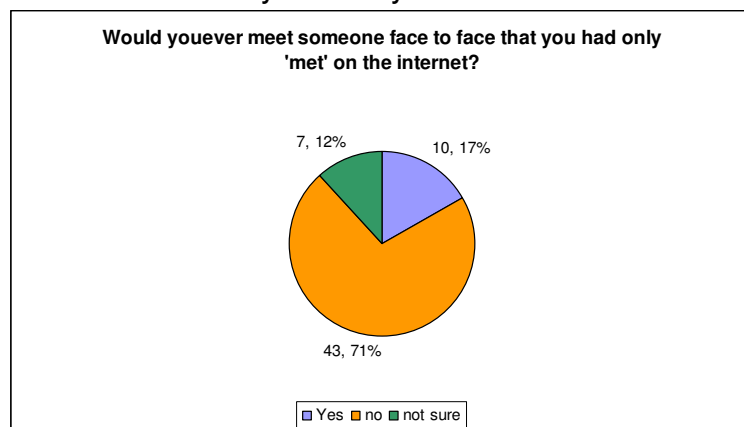
**“31% of children experienced bullying by their peers during childhood, a further 7% were discriminated against and 14% were made to feel different or 'like an outsider'. 43% experienced at least one of these things during childhood.”**

Cawson, P. et al. (2000) **Child maltreatment in the United Kingdom: a study of the prevalence of child abuse and neglect.** London: NSPCC. p.26.



10% of young people surveyed told us they have given out personal information to people they don't know.

Over a quarter (29%) of young people told us they 'would' or 'weren't sure' if they would meet someone face to face that they had only 'met' on the internet.



## Youth work

We asked young people if they would be happy being contacted by a youth work organisation via the internet for various reasons;

- 77% young people told us they'd be happy being contacted by youth work organisations.
- 32.14% for promotion of activities and trips
- 27.68% would like to take part in consultations online
- 27.68% would like to hear about volunteering opportunities for young people
- 12.5% would not like to be contacted at all

Nearly 2/3's of young people (63%) told us they would be willing to sign up to message alerts from youth clubs providing information regarding What's on Where.



The types of information young people were interested in are;

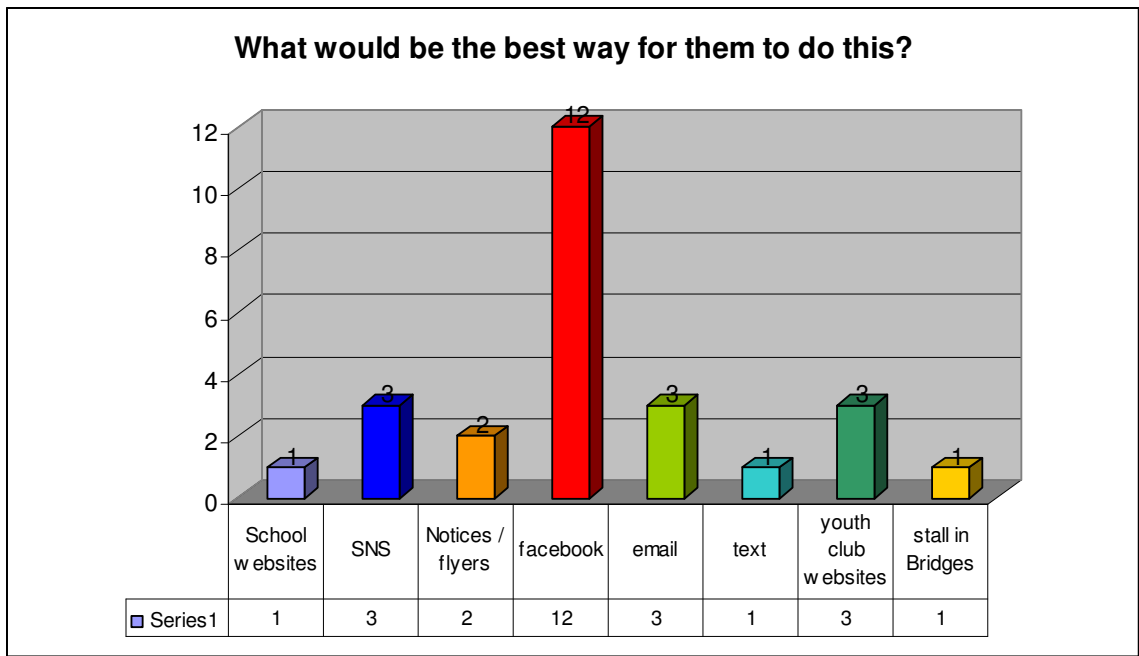
- (50%) Details of activities, trips and events
- (31.25%) Opening times and days

We also asked young people what was the best ways for youth clubs to promote their services to them?

- 57.7% facebook and other social network sites
- 15.38% youth club and school websites
- 11.54% email
- 7.69% notice / flyers

Young people gave us suggestions as to how youth clubs could make existing sessions more interesting. 60% of young people suggested interactive sessions including;

- (26.67%) video game sessions, creating their own websites, (13.33%) using social networks to organise events and trips and create young peoples groups
- (26.66%) suggested advertising and publicising events online
- (6.66%) suggested getting some pc's would be a good start!



(38.09%) of young people told us that in the future they think they'd use IT in their career, and (14.29%) to keep in touch with family and friends.

## Findings / Recommendations

### Key findings

The research highlighted that more practitioners (93%) than young people (85%) use the internet everyday in their personal lives.

But only 1/3 (32%) of practitioners use the internet daily at work to engage with 85% of young people who are 'online', this is really a MISSED OPPORTUNITY.

3/4's of organisations surveyed have policies and procedures in place, but some of these very 'tools' that would aid engagement are blocked in a professional capacity. The online communities that young people 'hang out' in are clearly identified but practitioners are indirectly prevented from accessing these communities because of blocked sites at work.

Practitioners have identified a need for practical support; the research shows they are using the internet in a number of ways, perhaps slightly unconfident as to how to adapt these tools as part of the youth work curriculum.

Organisations are adopting social media slowly, evidence points to the need for practitioners to use some of the tools they are using in their personal lives as part of their youth work curriculum in a more creative and engaging way.

Practitioners (86%) have equal access to social networking sites but use them less (21% visit every day compared to 95% of young people).

Over 1/2 (59%) of young people spend between 5 – 6 hours online everyday with 90% spending time on sns, (75%) listening to music and (70%) watching videos – similar to practitioners.

On average young people take part in 8.43 activities online, so they are not just on facebook all day.

Young people are early adopters – 16.98% use ipad or ipod touch to access the internet as opposed to NO practitioners. They have access to more technology

The main reason young people use the internet is for keeping in touch with friends and family, the main reason for practitioners is email.

Most (90%) young people do care about keeping their information private and 92% of them know how to change their privacy settings if they need to, with over 1/2 (62% of them using this feature in the past – mainly to stop people they don't know getting in touch)

3/4 (77%) of young people would be happy to be contacted by youth work organisations via the internet and 63% would be willing to sign up to message alerts from youth clubs

10% yp have given out personal information to people they don't know and 27% of young people surveyed said they would 'meet' face to face with someone they didn't know but had only 'met' online.

## Recommendations

- Youth work organisations could tap into the skills of young people to ‘educate the educators’.
- SVSYF to publicise the Action Learning Sets (ALS) training opportunities devised in partnership with City of Sunderland, Community IT Department that will offer interactive and practical sessions for practitioners so they can learn from each other – to be held in Sunderland and x3 venues tbc across the region in Autumn 2011.
- Youth work organisations could develop and share best practice case studies using examples of things that work on a local level.
- Organisations need to review policy and procedures and identify possible areas for development of policies and procedures to protect practitioners and young people online.
- Youth clubs could tap into targeted messaging technology (at very low cost) to advertise activities, volunteering opportunities, courses, training, health messages etc.
- Youth work organisations should work with young people to identify possible risks including education regarding meeting people off-line they have only met ‘on-line’.
- SVSYF to share ‘Social Media and online technology - Guidelines for safe and effective work with children and young people© to support organisations develop policies and procedures to safeguard staff and young people online.

## Future opportunities

- Online booking for activities

Organisations could use the free tool EventBrite <http://www.eventbrite.com> that enables events to be managed online. Organisations can customise their own events page and list any number of events for free,. These can be promoted online, via facebook and embedded into existing websites. Delegates can book a place, print off their tickets, directions etc.

- Support tool for practitioners

SVSYF have access to their own Hexagon, it may be worth considering promoting this as a tool for practitioners. Hexagon is an online Free Online Chat Room Tool that enables practitioners to meet up and chat using text and voice with others in their community. This tool offers a technically secure way of texting or voice chatting over the internet without the need to install any software. Hexagon will work safely through a firewall.

- Explore options for Collaborative Space for practitioners to share good practice and case studies locally Practitioners would need to take ownership for populating and running this space, SVSYF do not have the capacity to do this.
- Encourage youth practitioners to join Youthwork online <http://network.youthworkonline.org.uk/> to share good practice on a national level.

- Issue based games

A690 Youth Initiative and Pallion Action Group have both been working on gaming with their youth groups. A690 Youth Initiative have developed a flash game 'The effects of Drugs' that was recently promoted at the 'Youth Work in a Digital Age' conference, Young Peoples workshop. These youth groups are willing to share their learning with other practitioners and are helping to run the 'Gaming ALS'.

- Get young people actively involved in consultation online. There are many tools that are either free or low cost that would encourage young people to have a voice, and that youth work organisations could use for consultations both large and small. For example; E-voting – SVSYF have an interactive e-voting kit with 80 handsets, we'd be happy to talk to organisations about costs involved for undertaking consultation using this equipment. Google docs – In a fairly short space of time organisations can develop a free on-line questionnaire. Facebook can also be used for mini polls.

## **Thanks**

With thanks to;

- All the young people and practitioners who took part in the research.
- Michael Elsy for proof-reading the questions for both questionnaires.
- Emily Sims for putting the questionnaire on the Corporate Consultation Database.
- HYPP for promoting the questionnaire via their facebook page.
- The working group for encouraging young people to participate.

## How to contact Sunderland Voluntary Sector Youth Forum (SVSYF)

			
<p>Generic email: <a href="mailto:admin@svsyf.org">admin@svsyf.org</a></p> <p>Tracey Morgan, Manager <a href="mailto:Tracey.morgan@svsyf.org">Tracey.morgan@svsyf.org</a></p> <p>Amanda Gerry, Development Officer <a href="mailto:amanda@svsyf.org">amanda@svsyf.org</a></p>	0191 5655144	<a href="http://www.svsyf.org">www.svsyf.org</a>	<a href="http://www.facebook.com/pages/Sunderland-Voluntary-Sector-Youth-Forum/134249473295822">http://www.facebook.com/pages/Sunderland-Voluntary-Sector-Youth-Forum/134249473295822</a>

**Sunderland Voluntary Sector Youth Forum (SVSYF)**  
**Gentoo Offices**  
**Havelock Civic Buildings**  
**Hylton Rd**  
**Sunderland**  
**SR4 8AH**

### Useful Resources that might be helpful to voluntary organisations

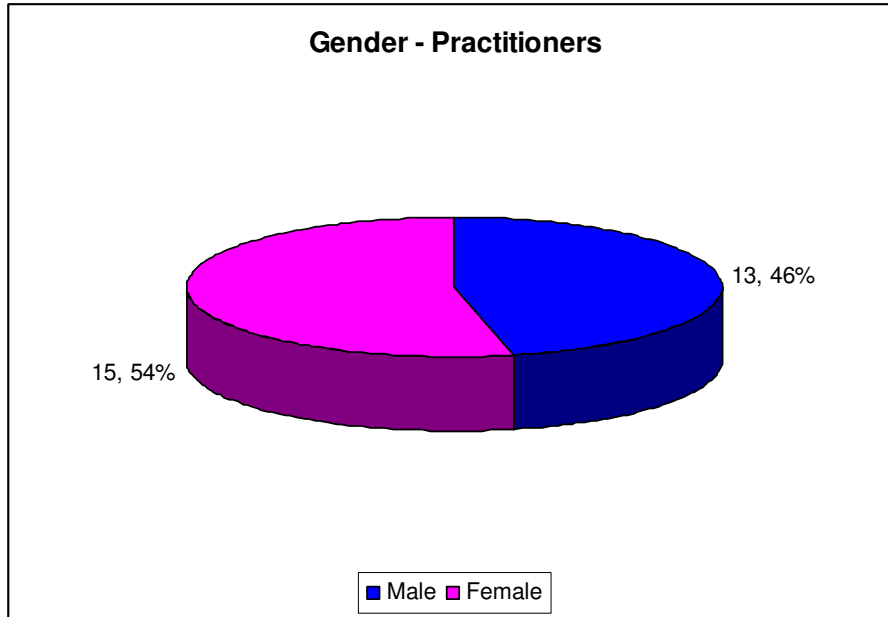
Theme	Resource	Title	Link
Bullying	Anti-Bullying Charter Mark for organisations (not schools)	Preventing and Responding to Bullying in youth activities	<a href="http://www.yourhealthsunderland.com/wp-content/uploads/2011/06/Bullying-Guidance-for-youth-activities.pdf">http://www.yourhealthsunderland.com/wp-content/uploads/2011/06/Bullying-Guidance-for-youth-activities.pdf</a>
Bullying	Formspring.me	CEOP Briefing paper	Appendix C
Safeguarding		Social Media and online technology - Guidelines for safe and effective work with children and young people©	Will be a/v to download from the SVSYF conference page Aug 2011. <a href="http://www.svsyf.org/digital_conference.html">http://www.svsyf.org/digital_conference.html</a> Or request a copy by emailing <a href="mailto:admin@svsyf.org">admin@svsyf.org</a>
Facebook		A Teachers guide to facebook	<a href="http://www.svsyf.org/content/facebook_guide_teachers.pdf">http://www.svsyf.org/content/facebook_guide_teachers.pdf</a>

## Appendixes

### Appendix A – Responses from Practitioners who work with children and young people.

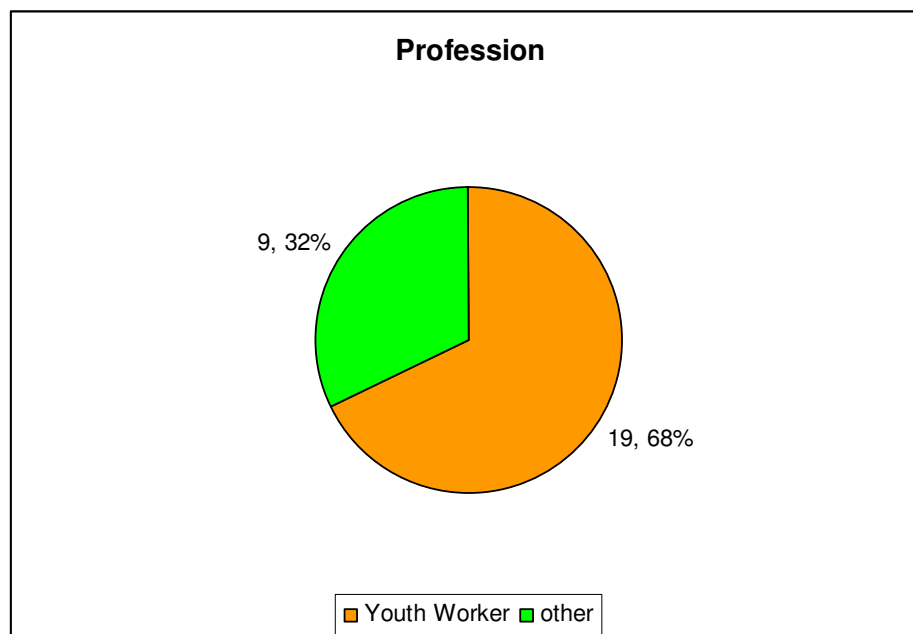
#### Section A. Demographic data

1) Please tell us if you are male / female



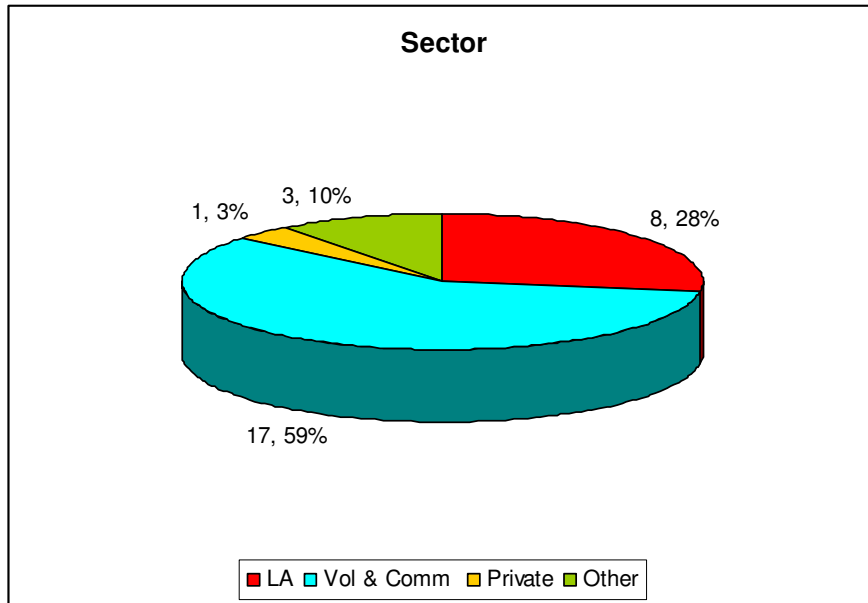
2) Are you a

- Youth worker
- Play worker
- Health worker
- Other – please state



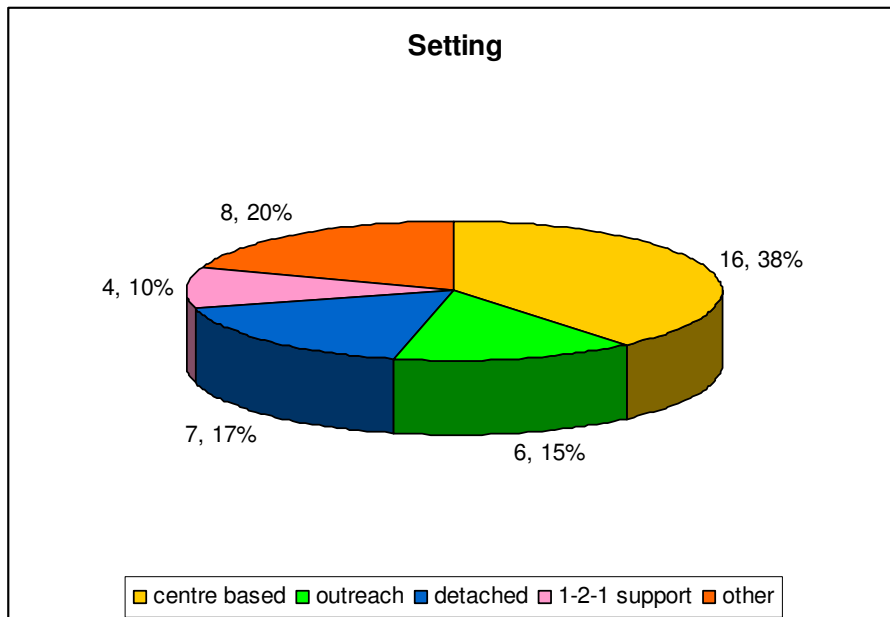
3) Do you work for?

- The local authority
- Voluntary and community sector
- PCT / NHS
- Private sector
- Other ?



4) Which setting do you work in?

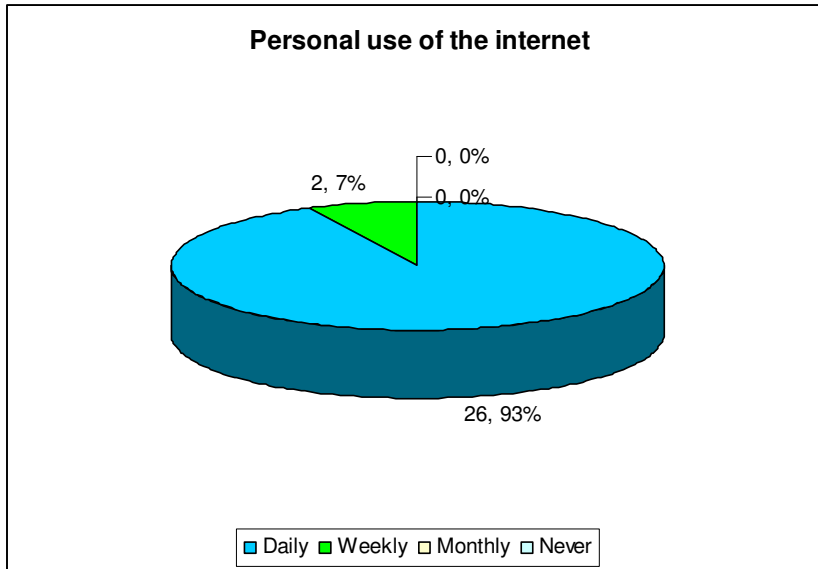
- Centre based
- Outreach
- Detached
- 1-2-1 worker
- Other



## Section B. Use of the internet – personal

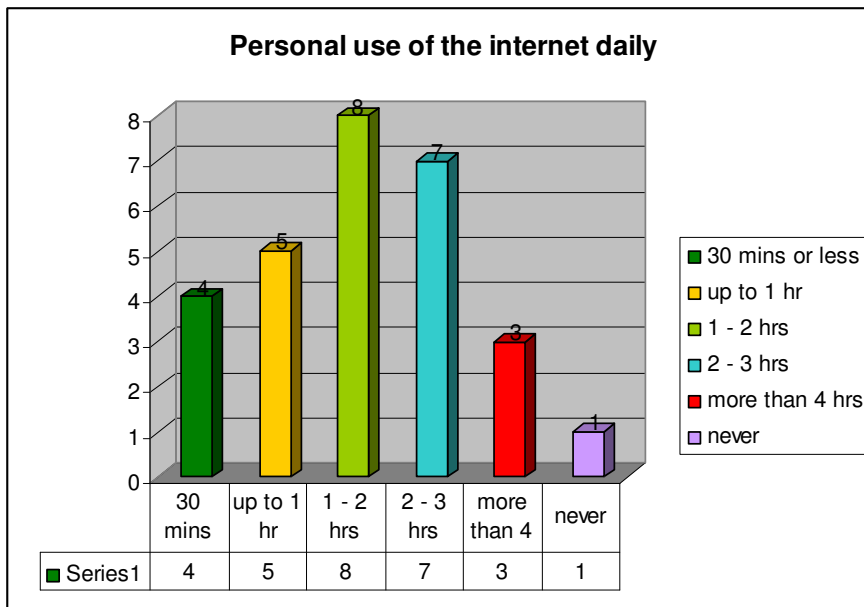
5) How often do you use the internet for personal use?

- Daily
- Weekly
- Monthly
- Never

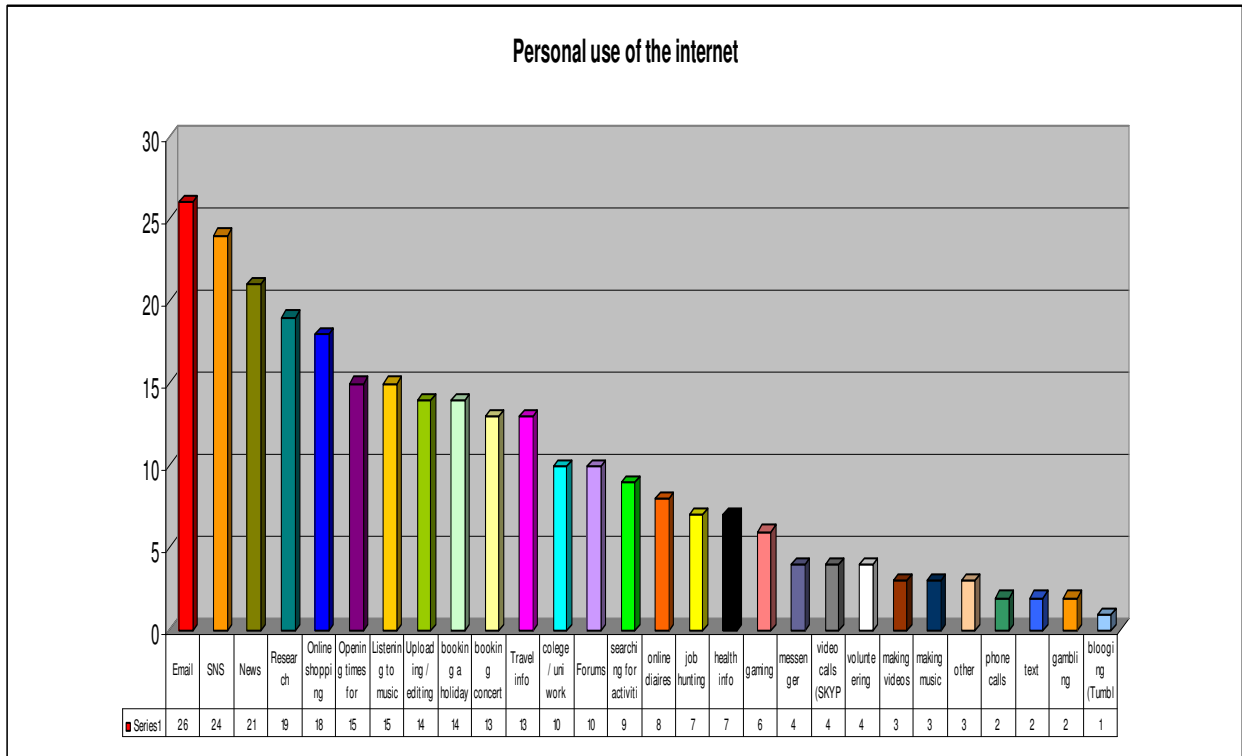


6) If you answered daily - how long do you spend using the internet for personal use?

- 30 minutes or less
- 1 hours
- 1 – 2 hrs
- 2 – 3 hrs
- More than 4 hrs
- Never

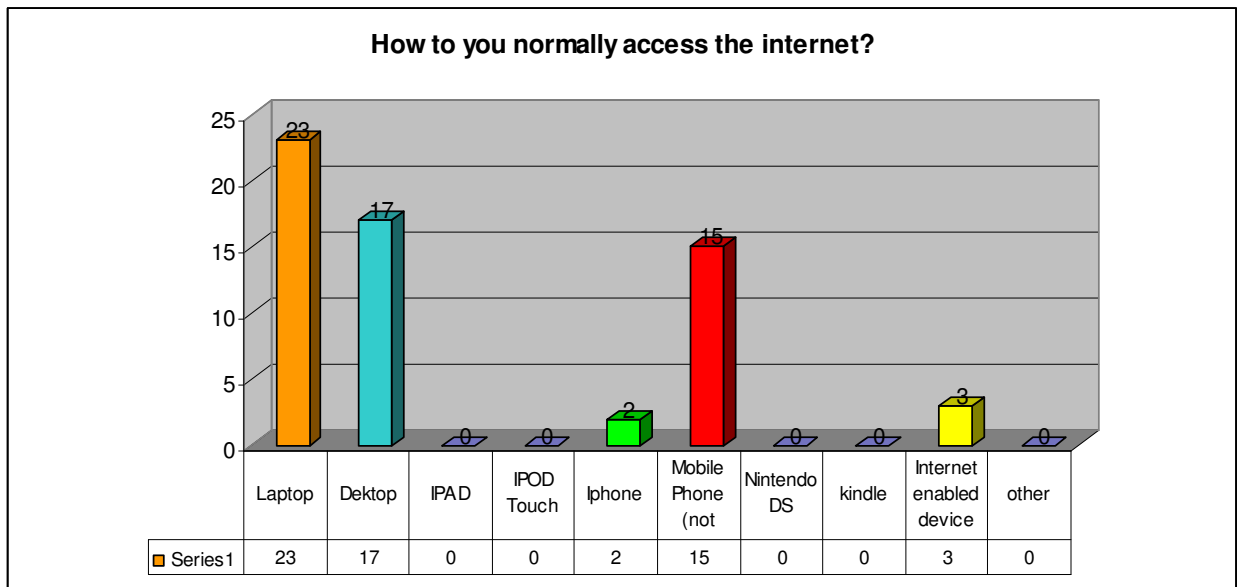


7) Please tell us what do you use the internet for? (tick all that apply)



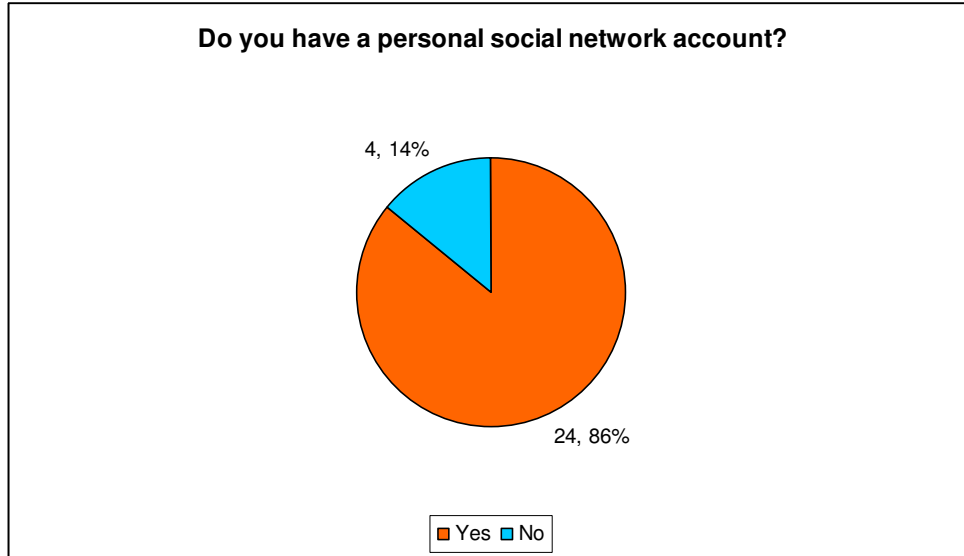
8) How do you normally access the internet?

- laptop computer
- desktop computer
- IPAD
- I phone
- IPOD Touch
- Mobile phone (not I phone)
- Nintendo Ds
- Kindle
- Other internet enabled device (games console, internet tv etc)
- Other – please tell us how



9a) Do you have a personal social network account ?

Yes No



9b) If you answered yes - how often do you visit the social networking site?

More than once a day

Every day

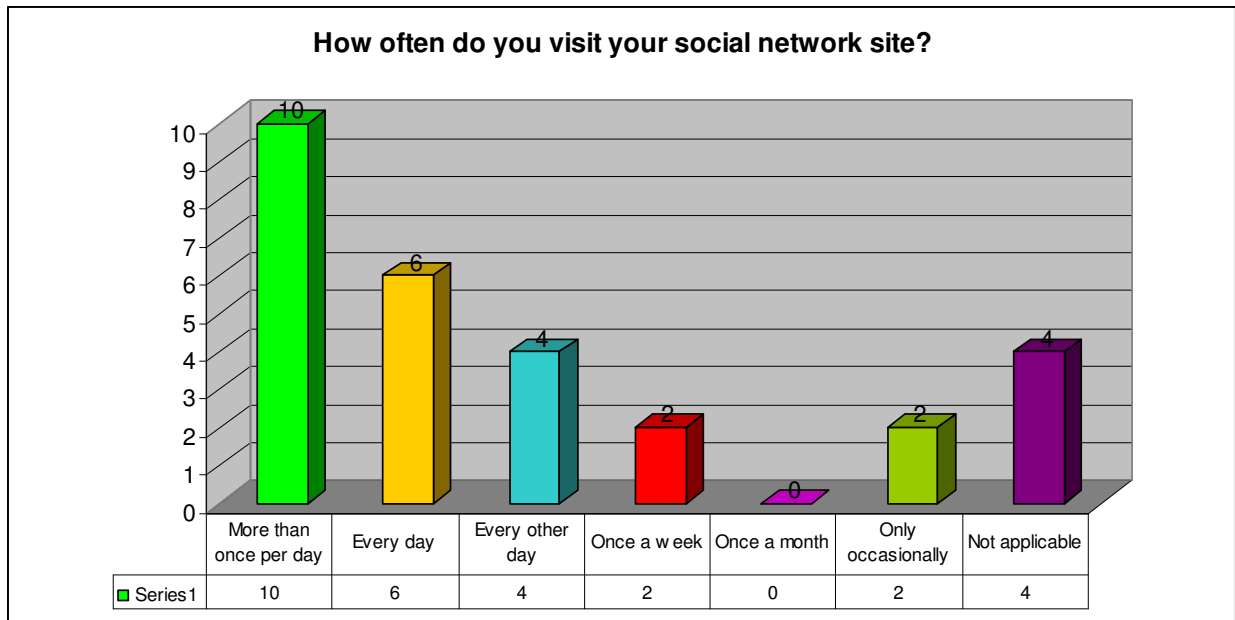
Every other day

Once a week

Once a month

Only occasionally

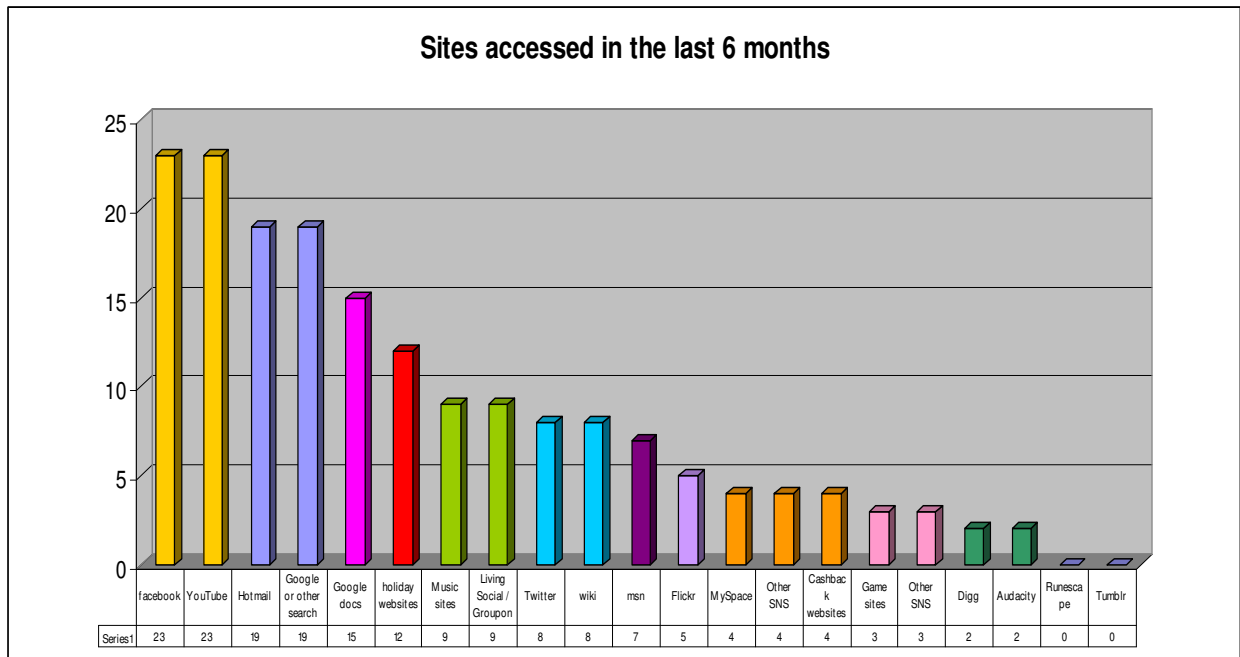
Not applicable



10) What sites have you accessed in the last 6 months?

- Facebook
- Myspace

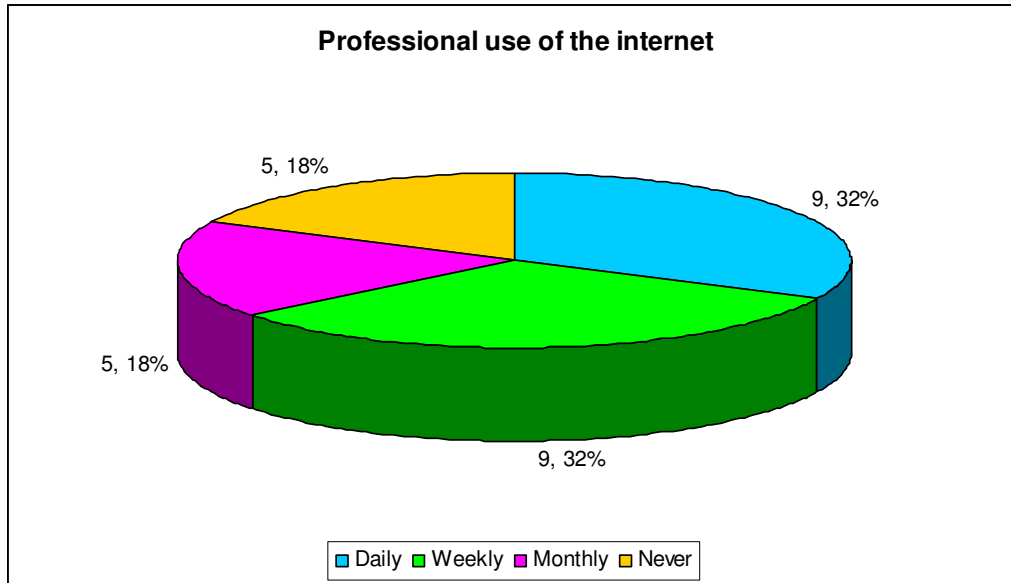
- Twitter
- Digg
- Google docs / forms
- Google search engine
- Other social network sites
- Hotmail
- msn
- habo hotel
- holiday websites
- cash back website
- living social / groupon
- audacity
- YouTube
- Google or other search engines
- other - please tell us what



**Section C. Use of the internet – professional**

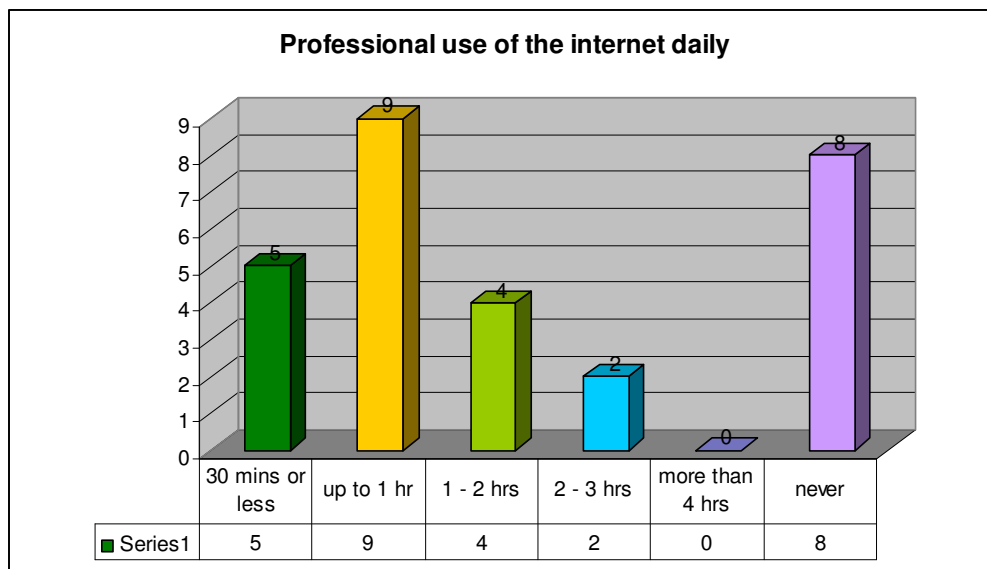
11) How many days per week do you use the internet to communicate / engage with young people?

- Daily
- Weekly
- Monthly
- Never



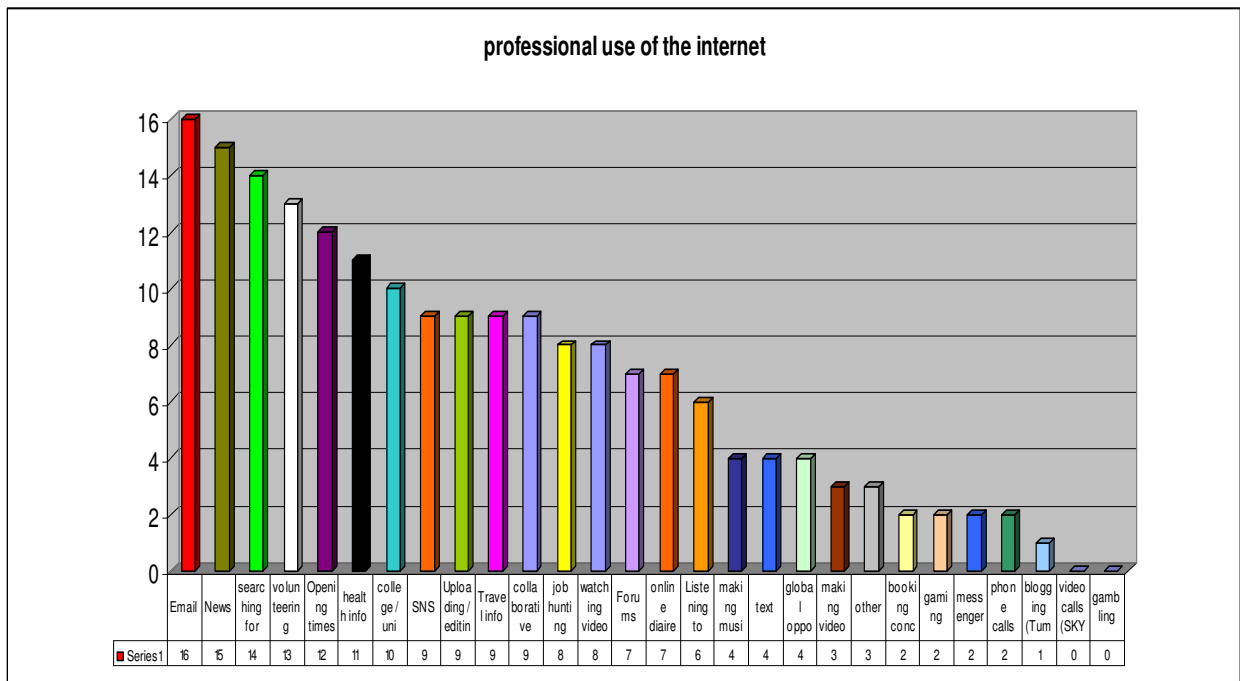
12) If you answered daily - how long do you spend using the internet?

- 30 minutes or less
- 1 hours
- 1 – 2 hrs
- 2 – 3 hrs
- More than 4 hrs
- Never

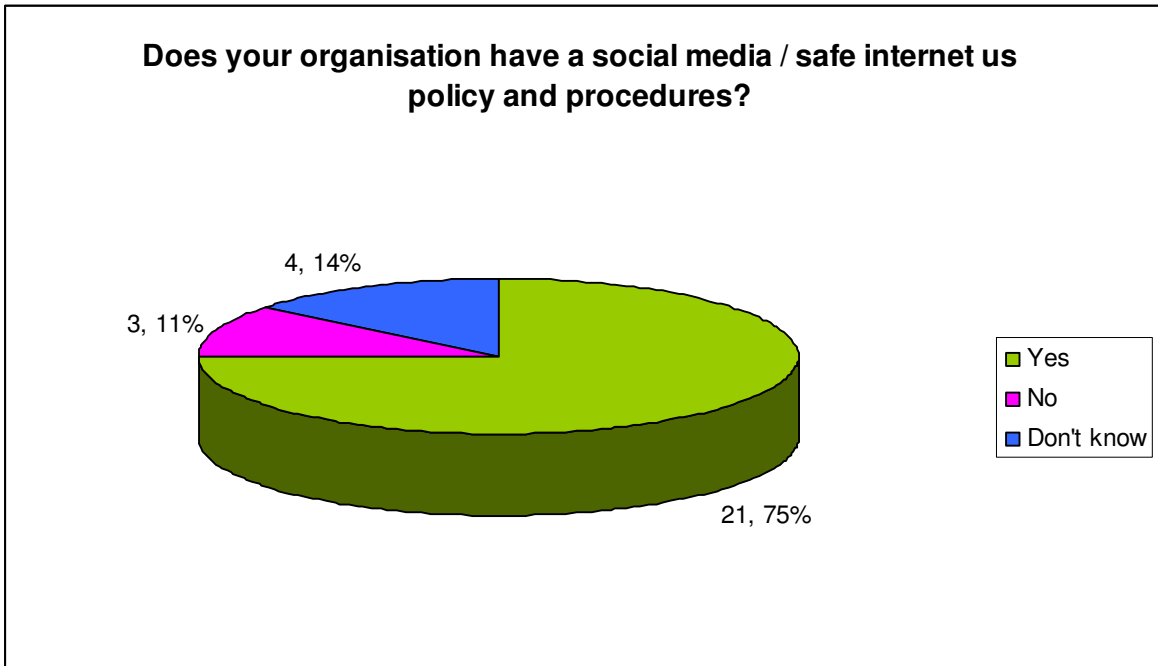


14) Please tell us what do you use the internet for in your professional capacity? (tick all that apply)

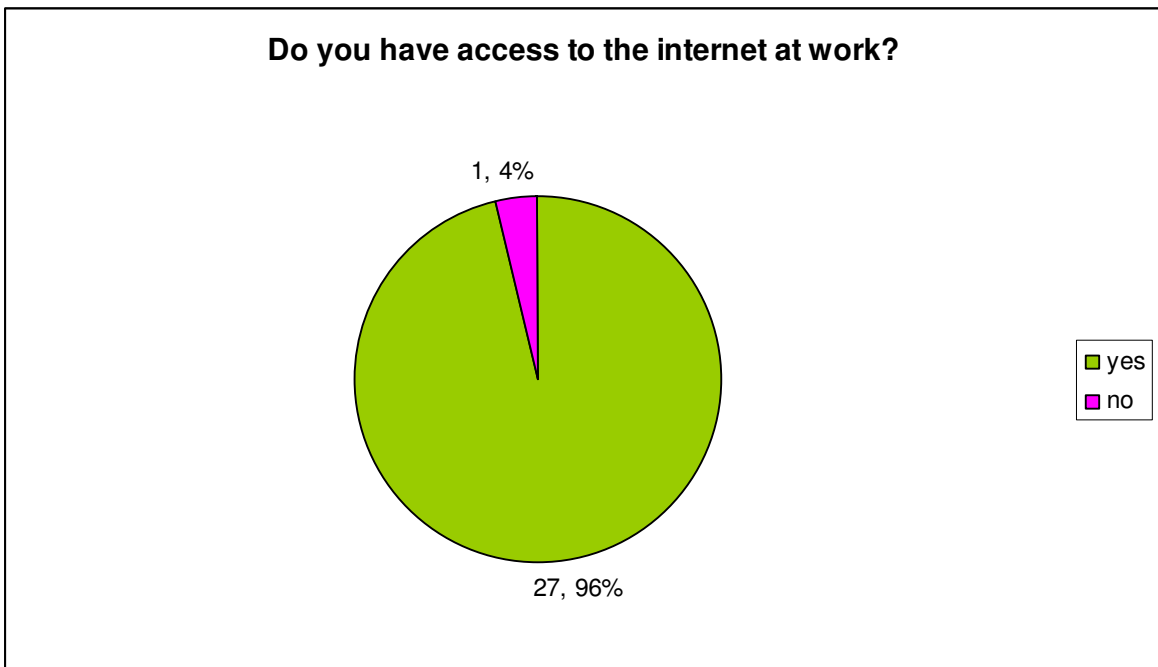
- Gaming
- Social networking
- Email
- Messenger (Windows messenger, MSN etc)
- Phone calls
- Video calls (SKYPE)
- Text
- Research / consultation
- finding opening times for leisure / sports facilities
- college / uni work
- job hunting
- making videos
- watching videos (Youtube, Iplayer)
- making music
- listening to music
- uploading / editing photos
- organising (online diaries)
- health information
- booking a concert / music event / gig / festival
- travel information (bus, coach, train, plane etc)
- searching for activities to take part in
- volunteering opportunities
- collaborative working
- global opportunities
- other – please tell us what



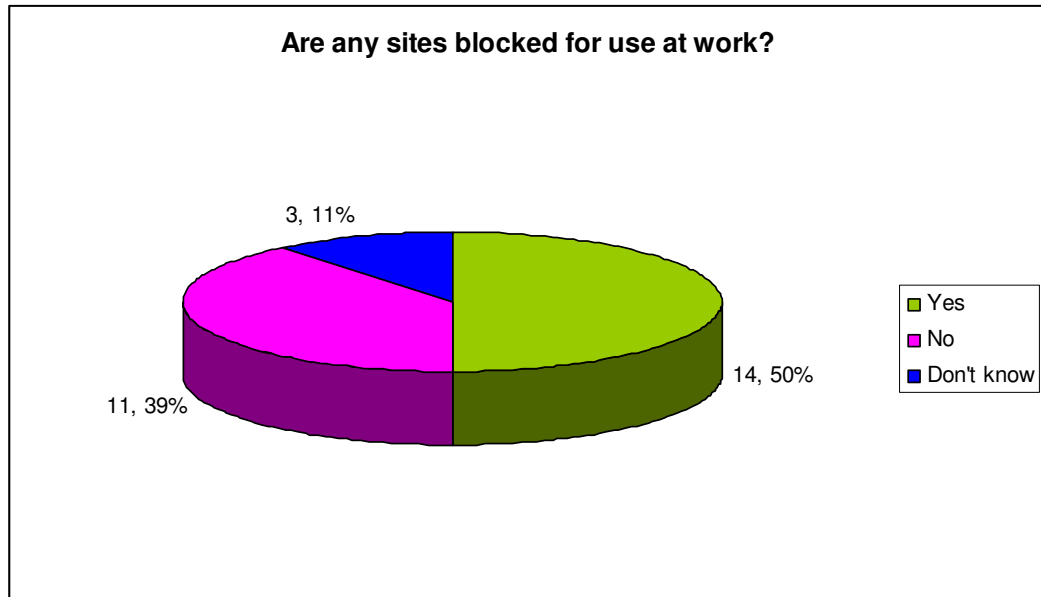
15) Does your organisation have a social media / safe internet use policy and procedures?



16) Do you have access to the internet at work?

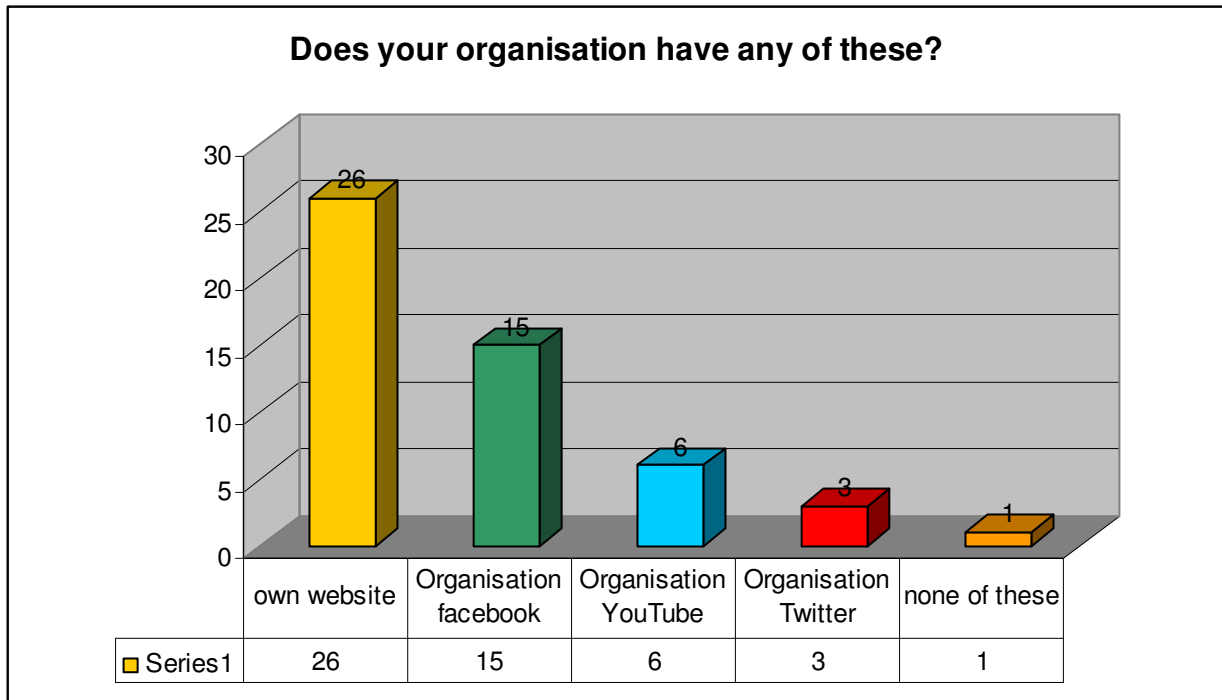


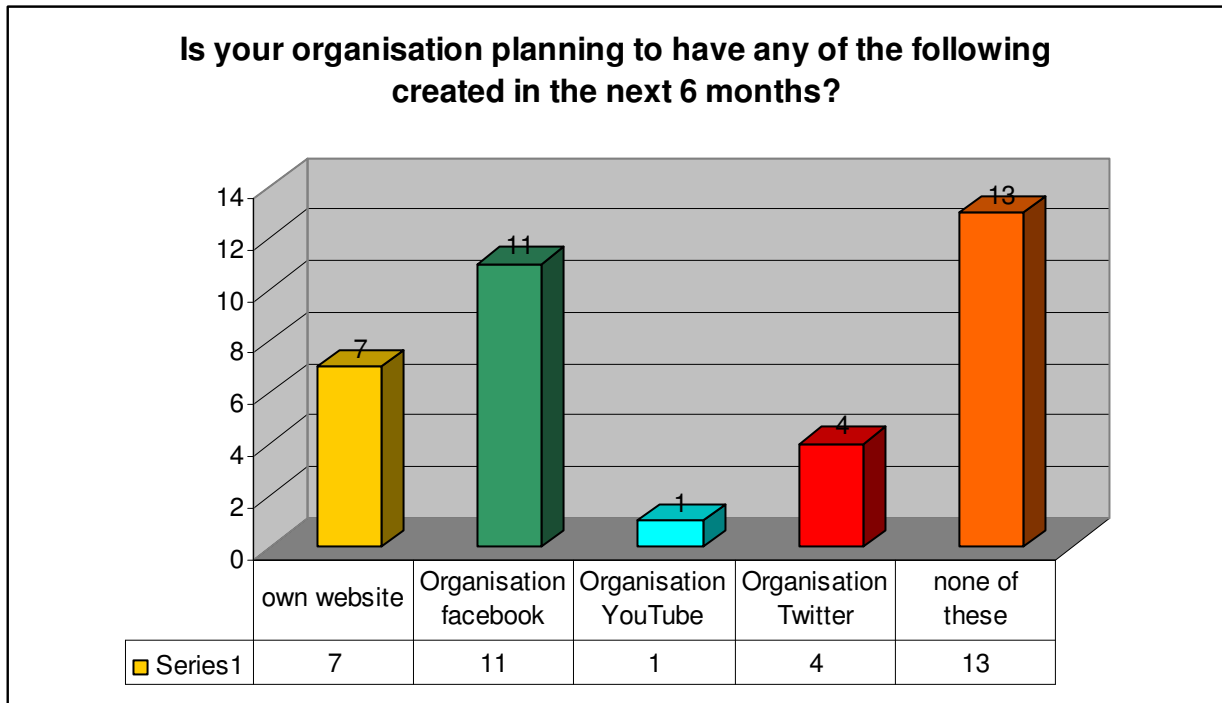
17 ) Are any sites blocked for use at work i.e. facebook, youtube



18) Does your organisation have any of the following?

- Own website
- Organisation facebook
- Organisation YouTube Channel
- Organisation Twitter account
- None of these





19) What training do you think you would need to support you using digital media tools to engage with young people?

20 ) What support would you like to see in place to support practitioners involved in digital youth work?

### Training and Support

- 52.17% asked for practical sessions, including webpage, youtube, twitter, fb account
- 8.70% policy guidance
- 8.70% case studies
- 13.04% software

21) What future opportunities do you see for using social media / the internet in youth work?

### Future opportunities

- Online booking for activities
- Use Hexagon as a support tool for practitioners
- Collaborative space i.e. wiki or liferay
- Issue based games – A690
- Yp actively involved in consultation – E-voting, Google docs, facebook
- Issue based work

## Appendix B - Young people's relationship with ICT and social media

### Section A - Demographic Information

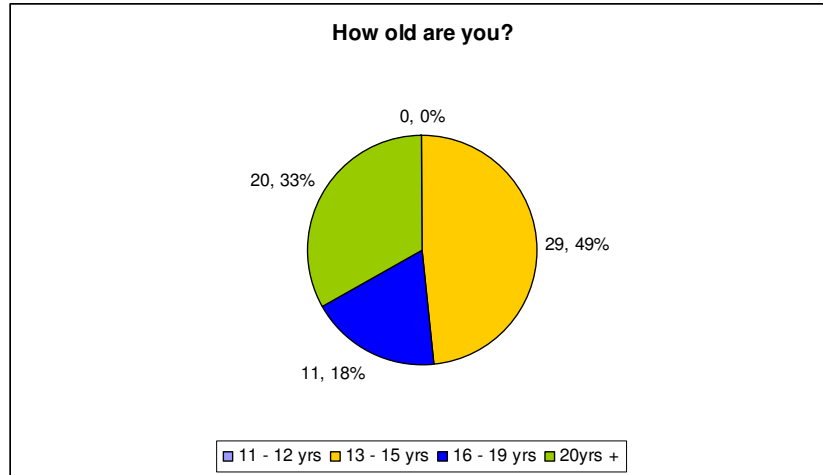
Q1) Please tell us how old you are

11 – 12 yrs

13 – 15 yrs

16 – 19 yrs

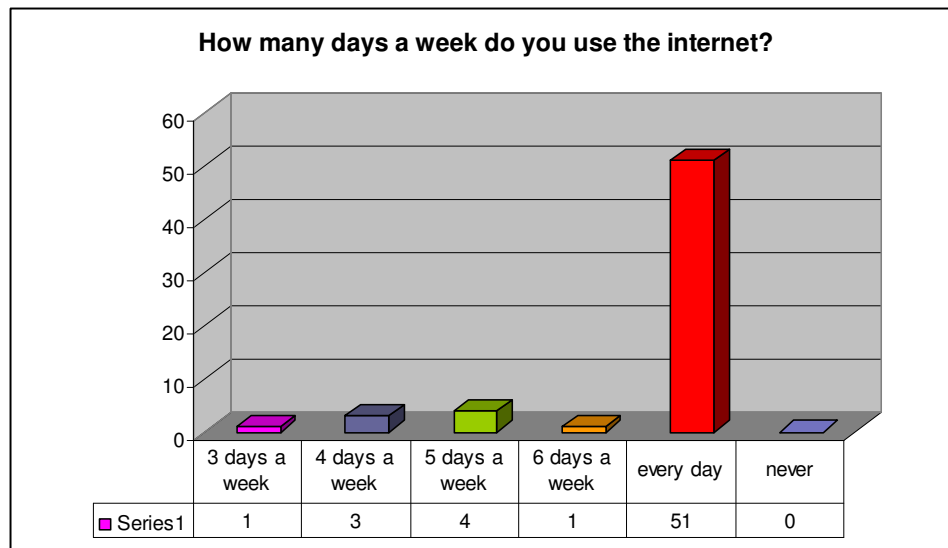
19 yrs +



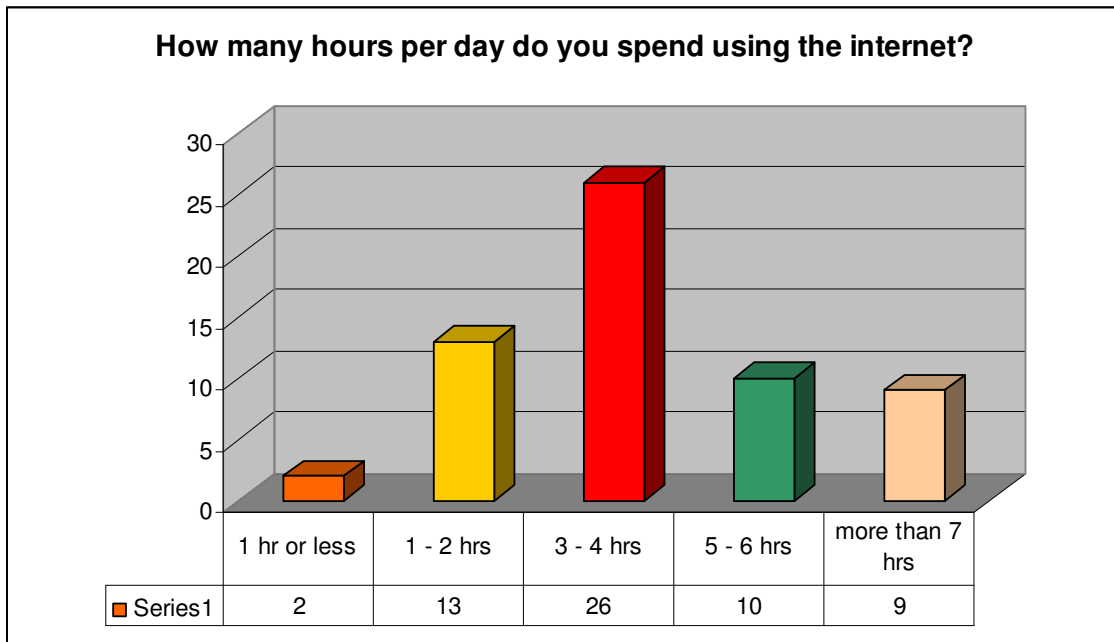
### Section B – Use of the internet

4) How many days per week do you use the internet?

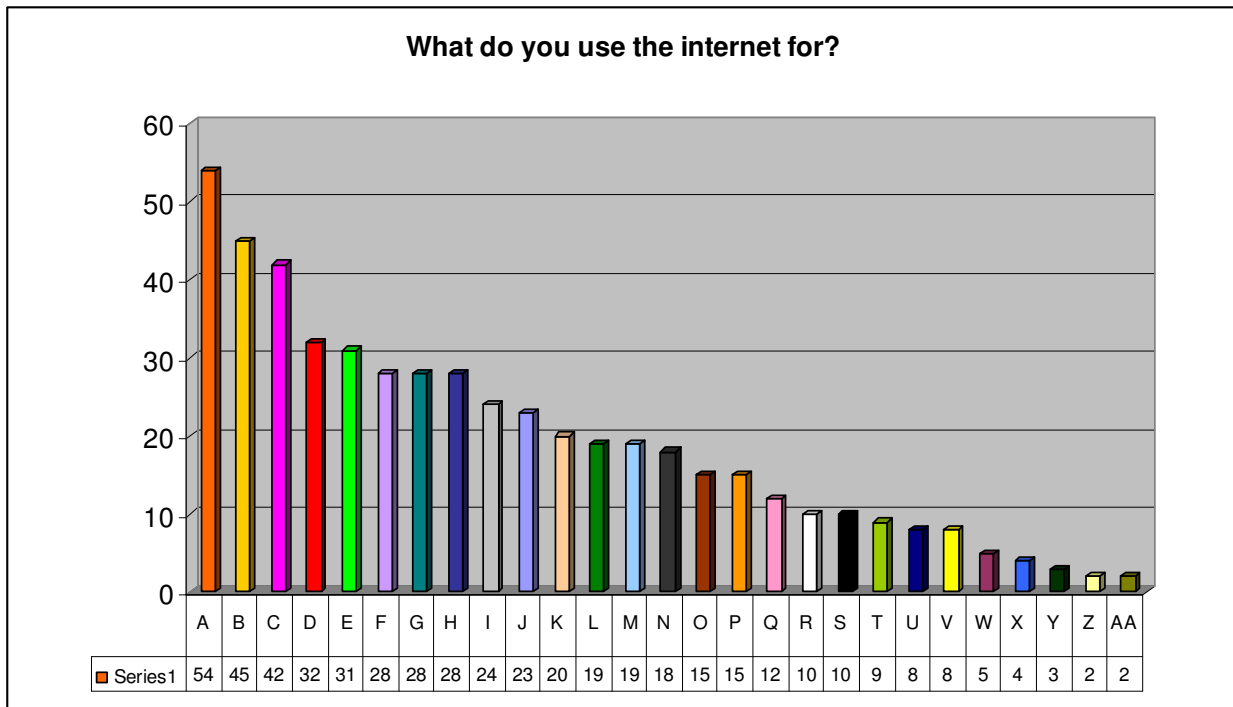
- 1 day a week
- 2 days per week
- 3 days per week
- 4 days per week
- 5 days per week
- 6 days per week
- Every day
- Never



5 ) How many hours a day do you spend using the internet?

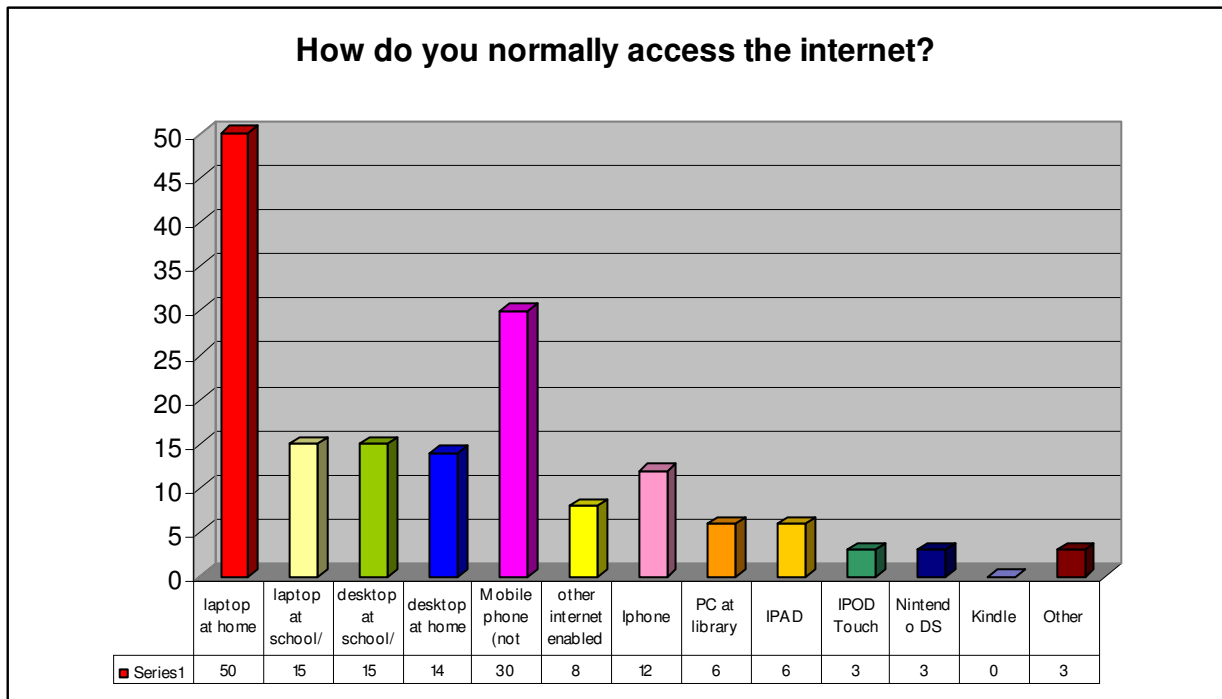


6) Please tell us what do you use the internet for? (tick all that apply)

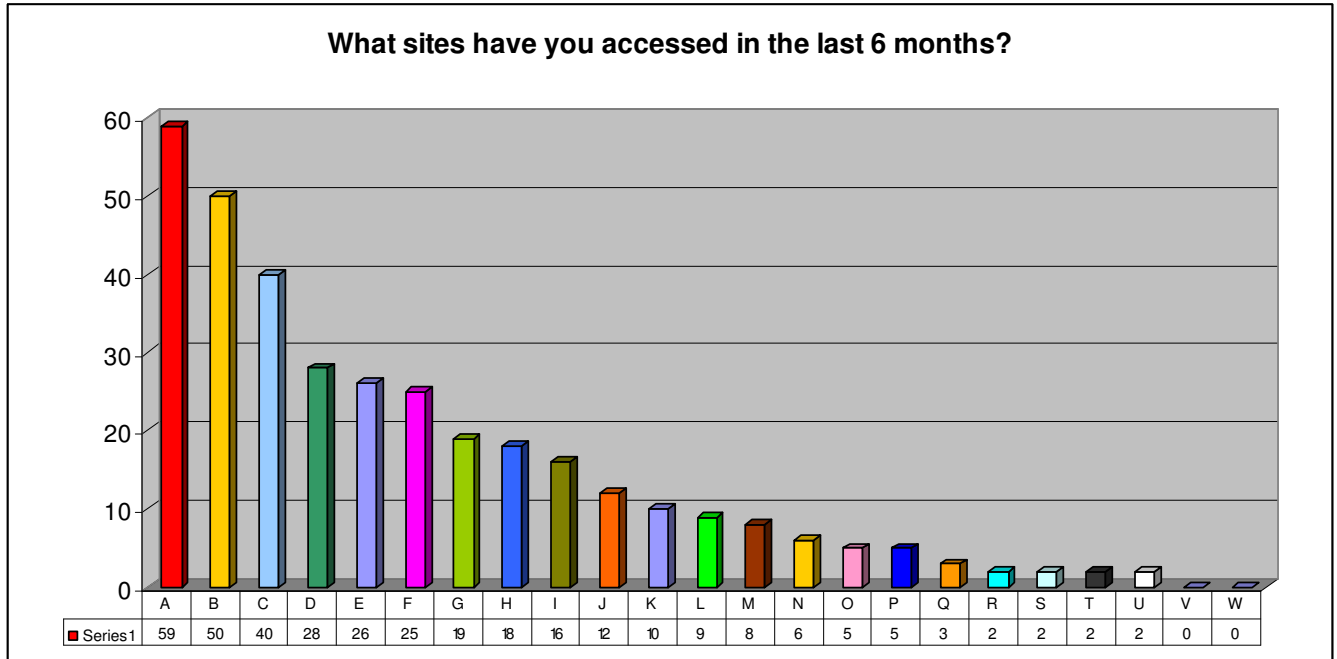


- A SNS
- B Listening to music
- C watching videos
- D email
- E research
- F Messenger
- G online shopping
- H school/college/uni work
- I book concert/gig
- J uploading/editing photos
- K gaming
- L job hunting
- M travel info
- N opening times
- O sports/leisure
- P booking holiday
- Q news
- R SKYPE
- S Health info
- T text
- U activities
- V making music
- W volunteering ops
- X blogging
- Y making videos
- Z other
- AA gambling
- phone calls

7) How do you normally access the internet?



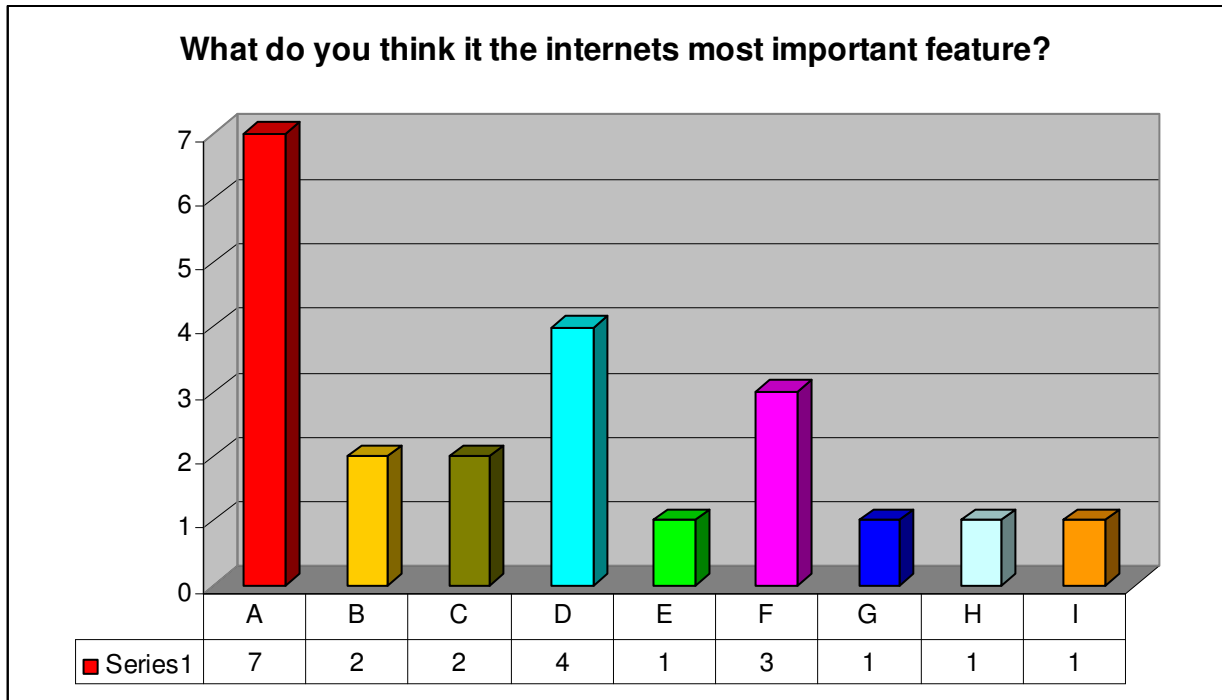
8) What sites have you accessed in the last 6 months?



- Key
- A facebook
  - B YouTube
  - C Google/other search engine
  - D Hotmail
  - E msn
  - F Music sites
  - G Twitter
  - H wiki
  - I Google docs
  - J Games sites
  - K Other SNS
  - L Formspring
  - M Other SNS
  - N MySpace
  - O Tumblr
  - P Holiday websites
  - Q Flickr
  - R Runescape
  - S Forums
  - T living social,groupon
  - U audacity
  - V Digg
  - W cashback websites

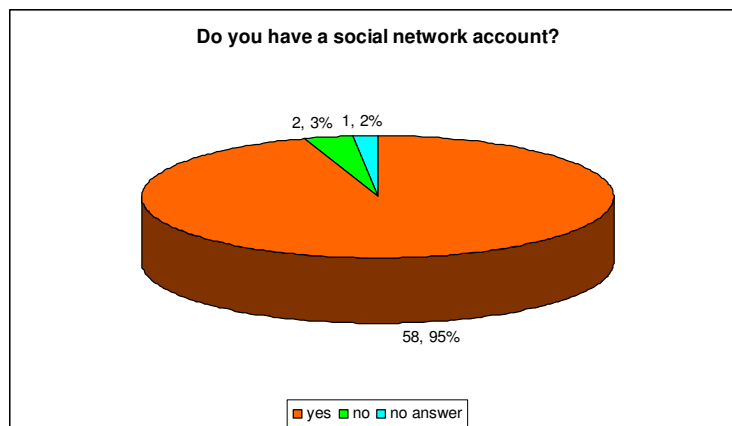
\*\*Formspring – a website that allows young people to ask questions anonymously, can link to twitter, facebook account etc. Anonymous and there is no accountability. Young people have told us it can be used to bully other young people.

9) What do you think is the internet's most important feature?

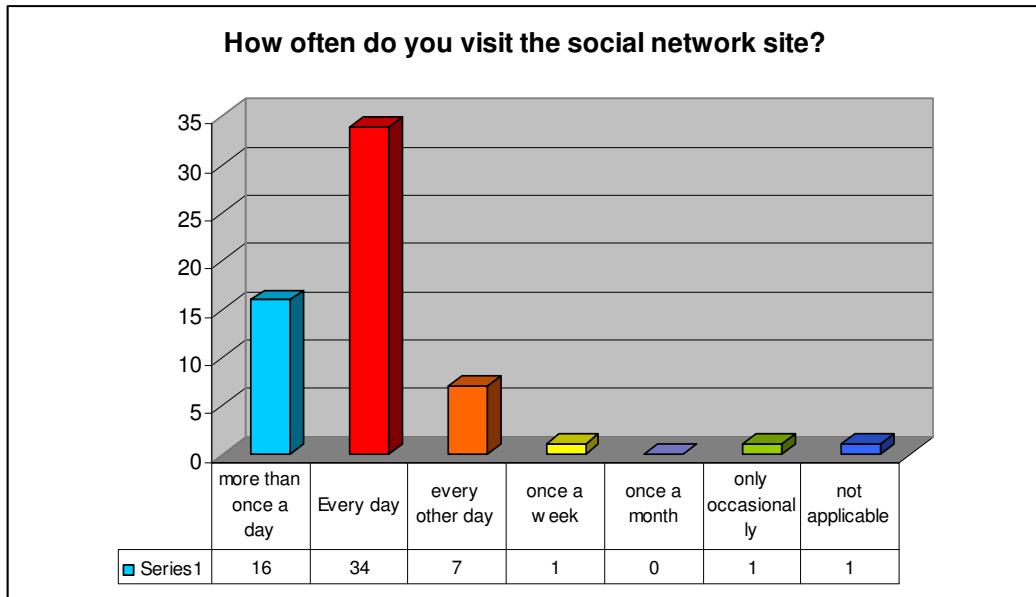


- A Providing information in seconds
- B communication
- C Playing games
- D facebook
- E listening to music
- F keeping in touch with friends / family and home
- G youtube
- H easy to use
- I comparison price sites

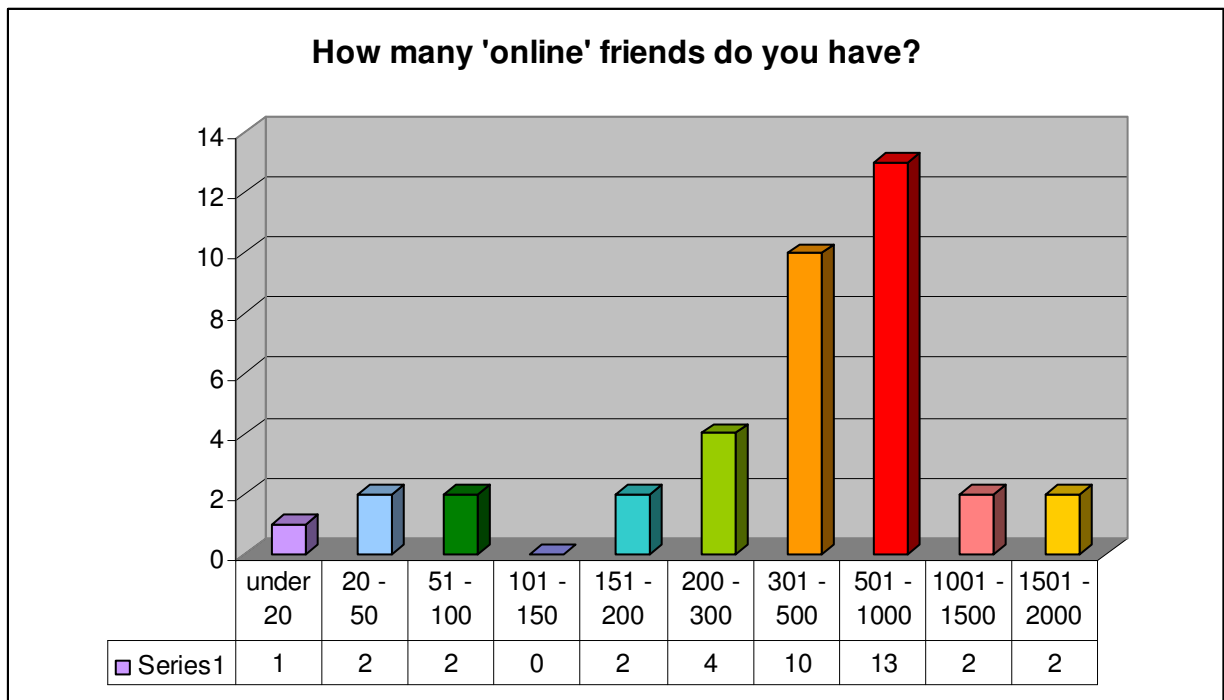
10) Do you have a social network account ?



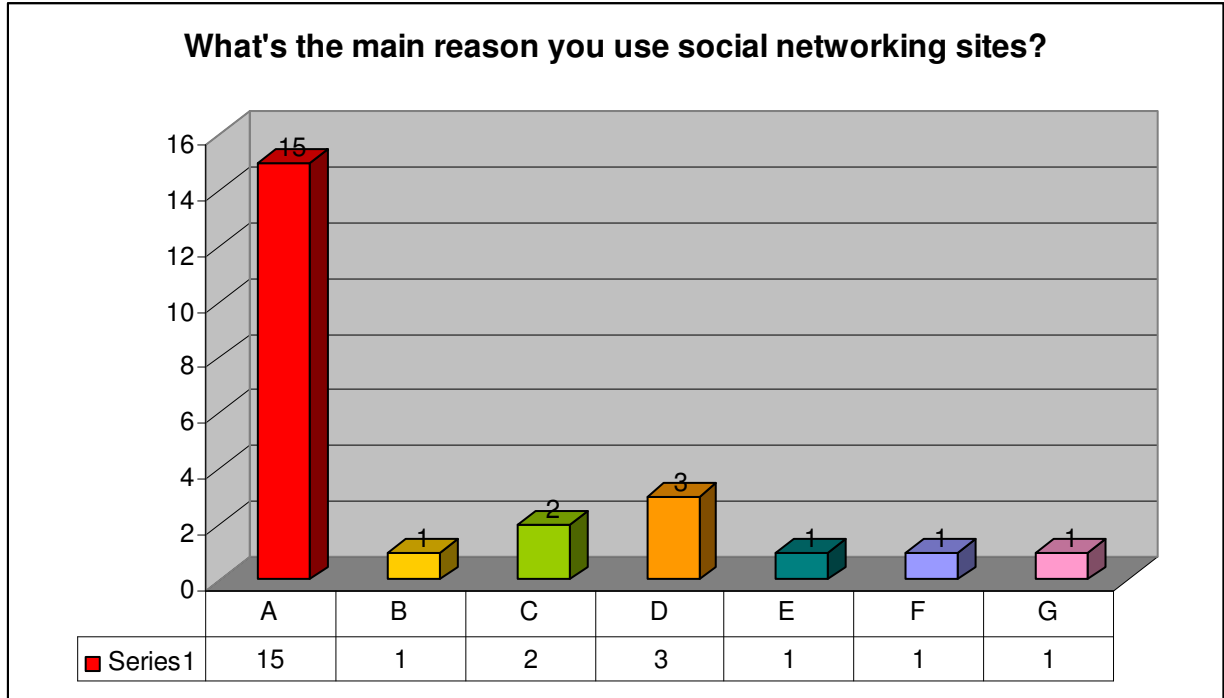
10a) If you answered yes - how often do you visit the social networking site?



10b) If you answered yes – how many 'friends' do you currently have?



11) Please tell us the main reason why you use social networking sites?

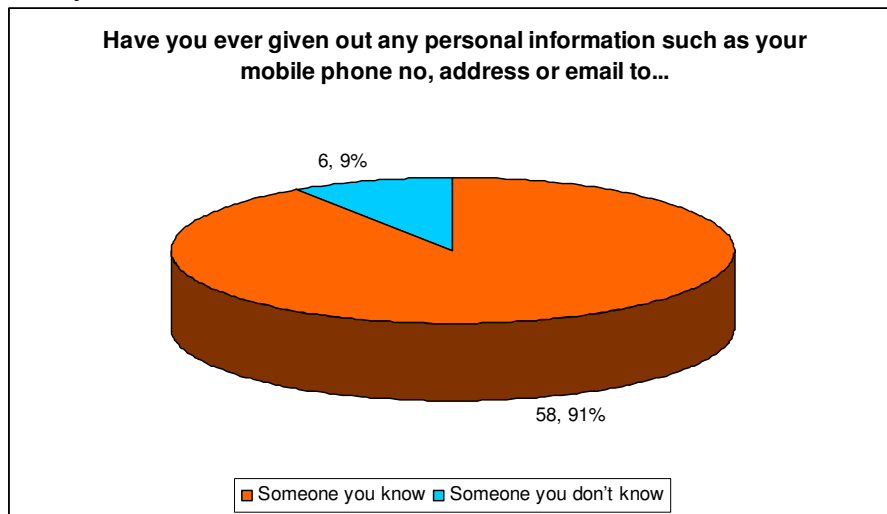


- Key
- A Staying in touch with friends / family
  - B Socializing
  - C For fun
  - D Seeing what other people are doing
  - E Communication
  - F Something to do
  - G Make new friends

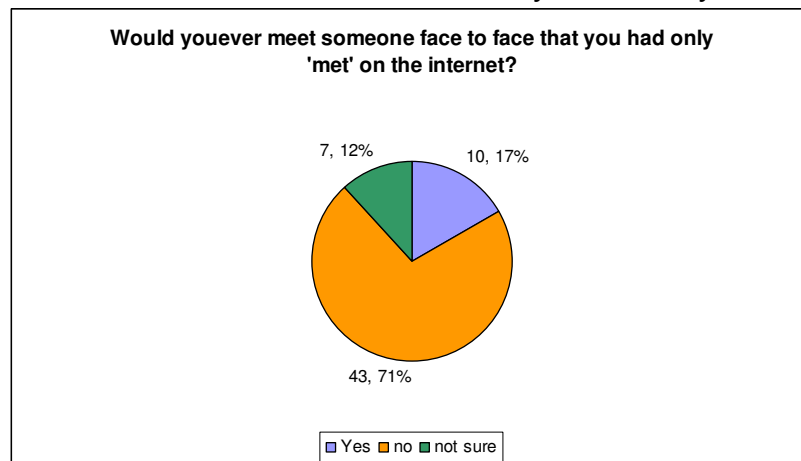
## Section C – Online Safety

12) Have you ever given out any personal information online to

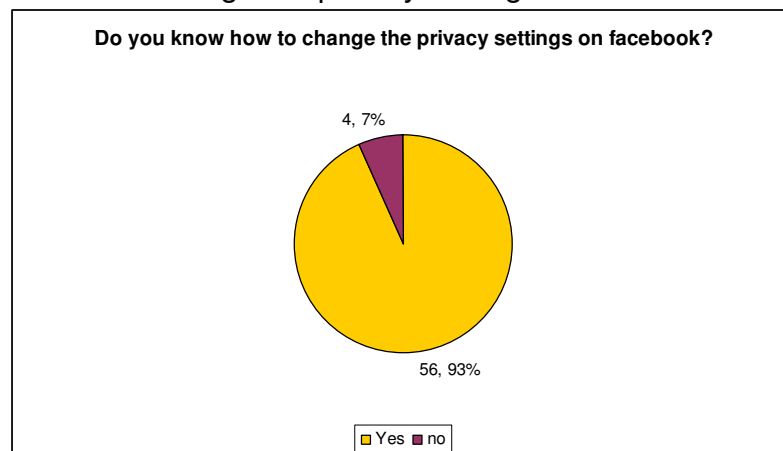
- Someone you know?
- Someone you don't know?



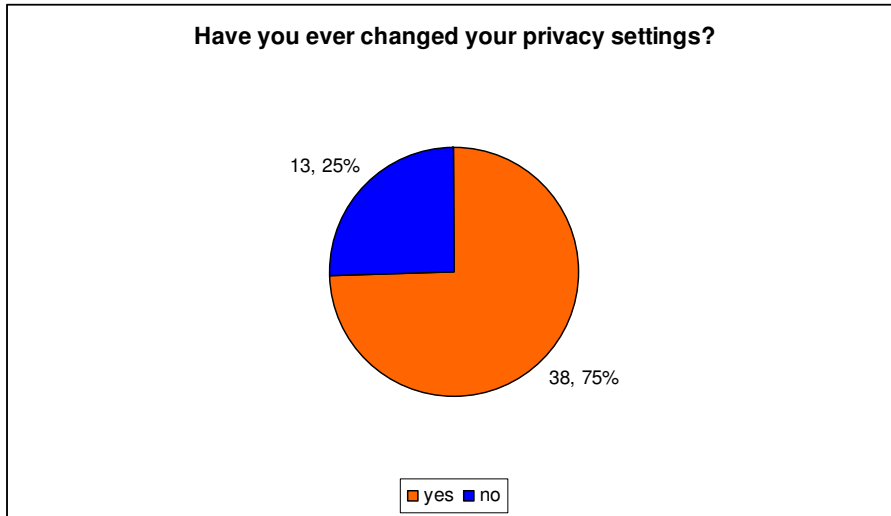
13) Would you ever meet someone face to face that you had only 'met' on the internet?



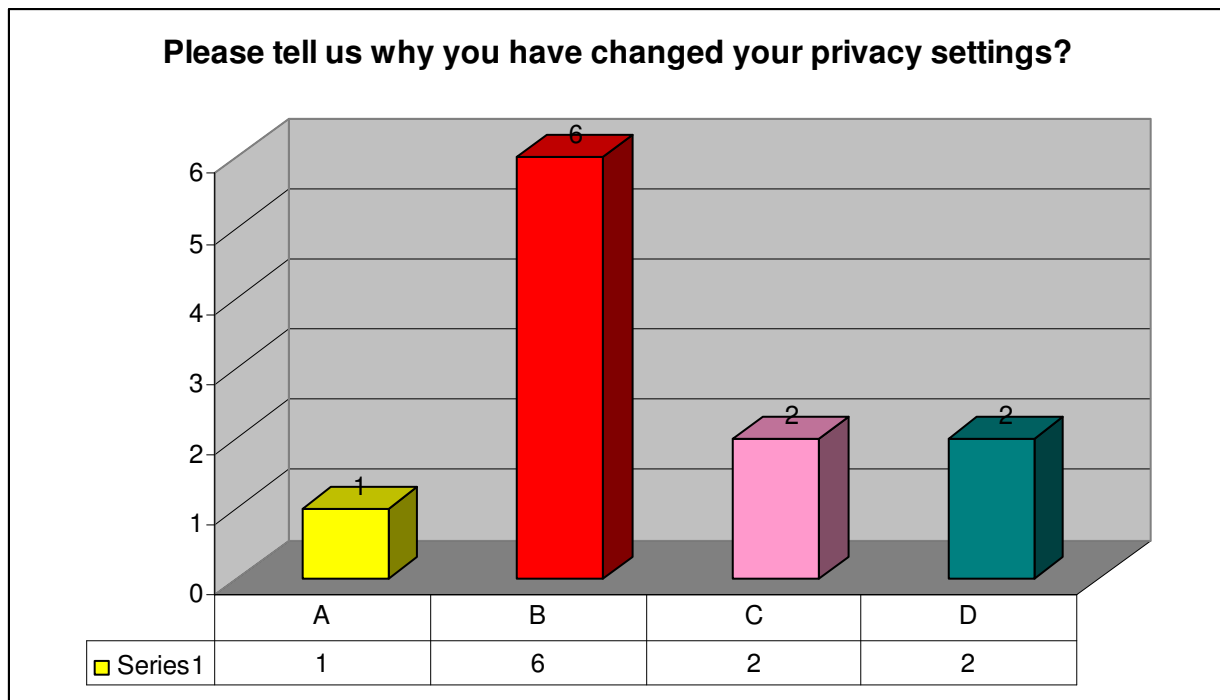
14a) Do you know how to change the privacy settings on facebook?



14b) Have you ever changed your privacy settings?

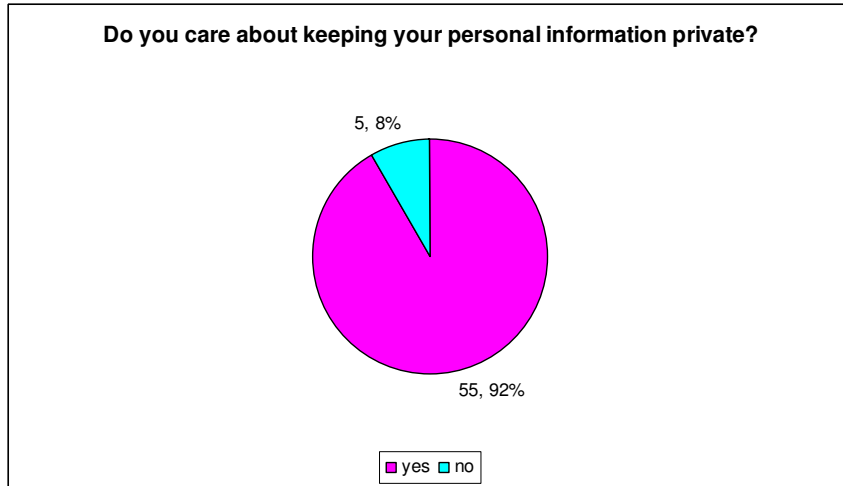


14c) If you answered yes, can you please tell us why?



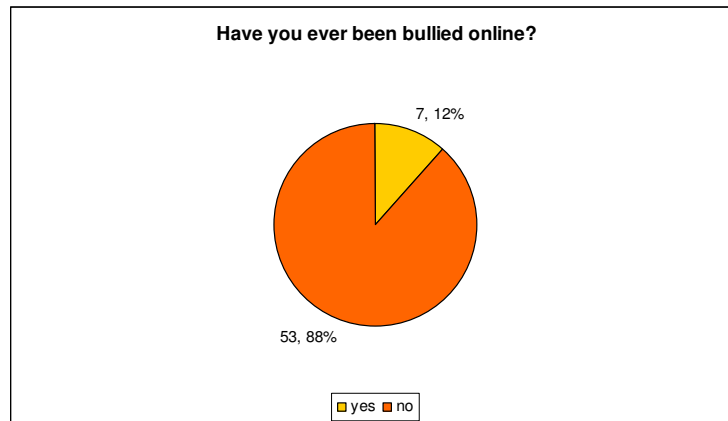
- Key
- A So people who are not my friend cant see my info
  - B So people I don't know cant get in touch with me
  - C So people cant hack my account
  - D To stop 'randomers' adding me

15) Do you care about keeping your personal information private?

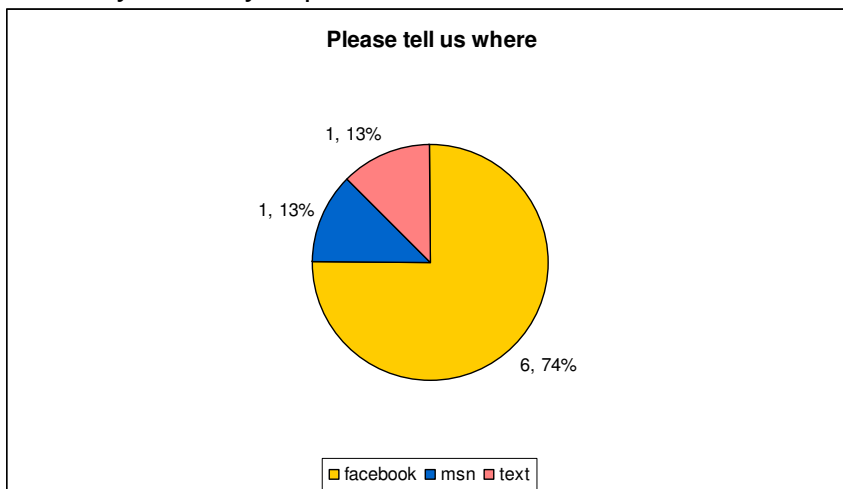


### Section D – Cyber Bullying

16) Have you ever been bullied online? (cyber bullying)



16a) If you answered yes, can you please tell us how and where?

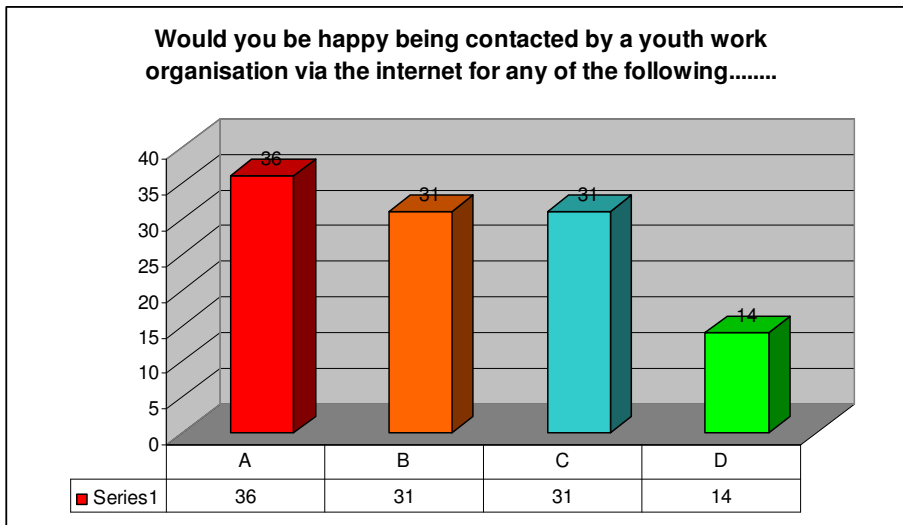


Posting things on my profile  
 Name calling and threats on facebook  
 An ex-boyfriends new girlfriend posting stuff online  
 I sent a text by mistake to the wrong person and then got bullied by text  
 On msn cos I fell out with someone online

**Section E – Youth Work Online**

18) Would you be happy being contacted by a youth work organisation via the internet for any of the following?

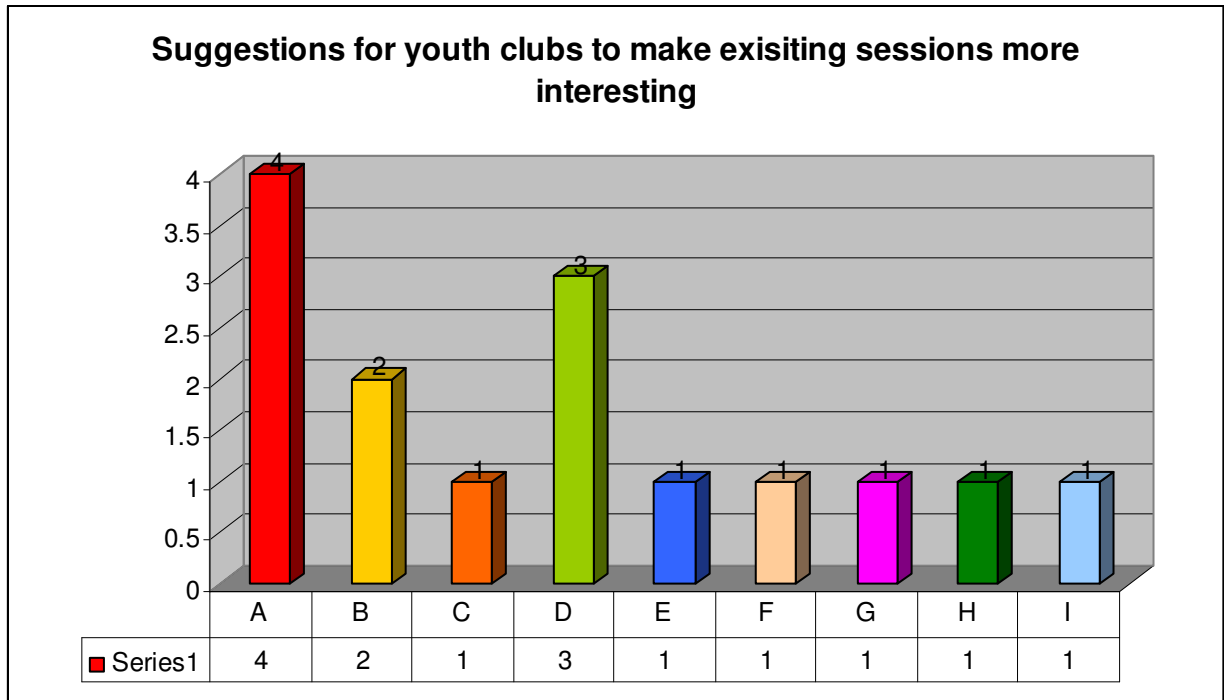
- A Promotion of their services (including things like sports events, advertising trips, health sessions, duke of Edinburgh award scheme etc)
- B Consulting with young people online
- C Advertising volunteering opportunities for young people
- D I would not like to be contacted by youth work organisations via the Internet



19) Would you sign up to message alerts from youth clubs providing information of What's on Where?

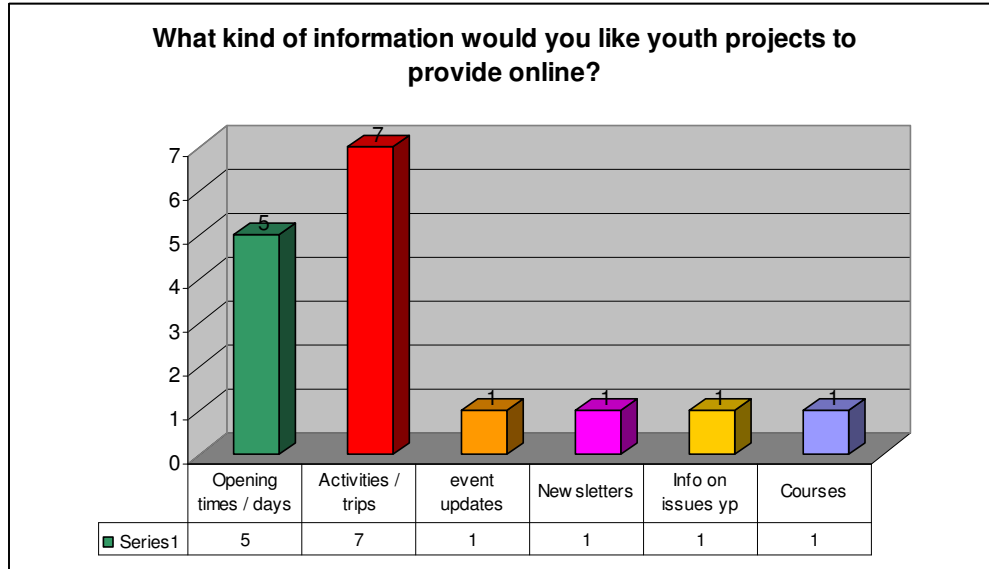


20) Do you have any suggestions as to how youth clubs could use the internet / social media and web based tools to make existing youth sessions more interesting?

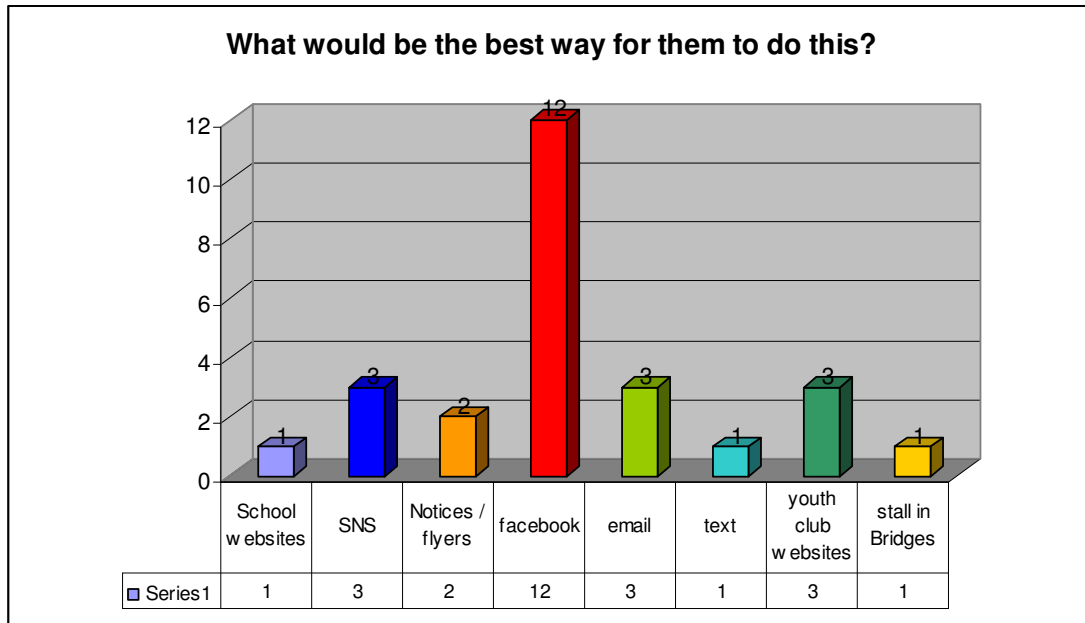


- |   |     |
|---|-----|
|   | Key |
| Video games sessions                      | A   |
| Use facebook to organise events           | B   |
| Create an XL website                      | C   |
| Let us use SNS                            | D   |
| Get some computers                        | E   |
| Create our own website                    | F   |
| Advertise residentials / trips            | G   |
| Create optional groups for people to join | H   |
| Make it more personal                     | I   |

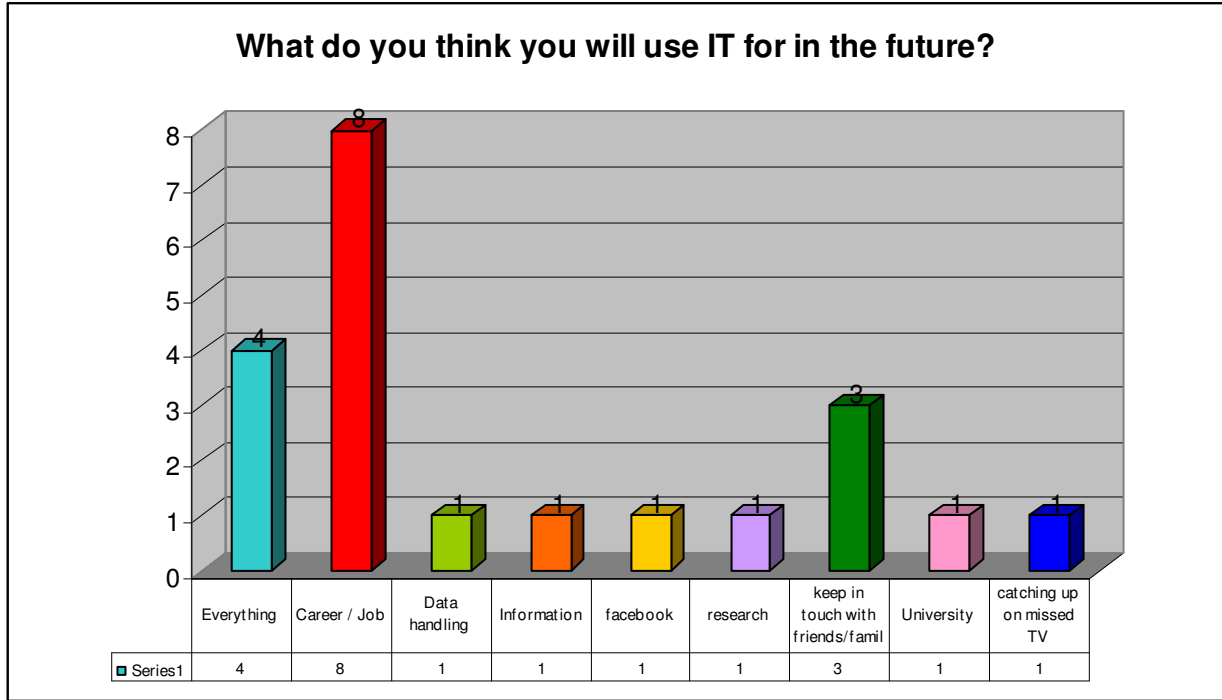
21a) What kind of information would you like youth projects to provide online?



21b) What would be the best way for them to do this?



22) What do you think you will use IT (Information Technology) for in the future?



## **Appendix C - Formspring.me**

Formspring.me is a social networking site that is based around users asking and answering questions.

Users are able to subscribe or 'follow' the answers to questions published by other users in a similar way to users following Twitter posts.

The default settings for accounts on Formspring allow questions to be asked anonymously on a user's profile by fellow Formspring users choosing to conceal their identity and by those without an account. The site has grown in popularity, particularly amongst teenagers, however the ability to pose anonymous questions to users has resulted in incidents of cyberbullying and harassment.

Cyberbullying can be particularly upsetting because of its inescapable nature and the ease with which bullies can remain anonymous. However the bullying can be evidenced by saving texts or taking print outs of emails or web pages, which can be used to stop the bully. Further information and advice about cyberbullying is available from CEOP's Thinkuknow education initiative:

[http://www.thinkuknow.co.uk/11\\_16/control/cyberbullying/](http://www.thinkuknow.co.uk/11_16/control/cyberbullying/)

There are also support services available for children and young people affected by cyberbullying:

**ChildLine** provides free, confidential advice to children and young people 24 hours a day. Children and young people can talk to a counsellor about how they are feeling by calling **0800 11 11** or by visiting [www.childline.org.uk](http://www.childline.org.uk) where they can have a private one-to-one chat with someone from the children's charity the NSPCC.

**Beatbullying's CyberMentors** scheme [www.cybermentors.org.uk](http://www.cybermentors.org.uk) is a confidential online service run by trained young people and adult counsellors. It enables young people to support and help each other through problems, particularly cyberbullying.

Some measures can be taken to help users protect themselves when using Formspring:

- Changing privacy settings preventing anonymous questions from being asked
- Choosing 'Protect My Account' so that only approved users can follow your answers and ask questions
- Blocking rude or abusive users preventing them from asking you any further questions
- Reporting incidents of cyberbullying to Formspring

Below are some simple step-by-step instructions on how to stay safe when using Formspring.

### Privacy Settings on Formspring

Formspring users can customise their profile by visiting 'Settings'.

Once in the 'Settings' area users can access their privacy settings by selecting 'Privacy'.

Choose to not receive anonymous questions from both Formspring users hiding their identity and those without an account by selecting 'Don't allow any anonymous questions'.

Users should select the 'Protect My Account' box to ensure that they have full control over which users follow them. By choosing this option only pre-approved users will be able to ask questions and view answers.

When viewing the questions that are waiting to be answered users can block contacts preventing them from asking any further questions by selecting 'Block'.

### Blocking Users

What was the weirdest gift you ever received?

Share

Save Answer Delete Block

**Why are you blocking this user?**

When you block someone, they won't be able to ask you any more questions. They will still be able to follow you and view answers you publish. You can unblock people by visiting your Privacy Settings.

- This is rude/abusive
- This is unsolicited commercial content/spam
- I just don't want to get any more questions from this person

Block Cancel

Users wishing to block a contact on Formspring will be asked to select a reason and then can proceed with blocking that contact.

### Reporting Users

The sending of bullying questions and messages violate Formspring's Community Rules. These incidents can be reported to Formspring for investigation and they will take the appropriate action i.e. disabling the user's account and removing the offending content. Abuse/Harassment on Formspring can be reported here:

[http://formspringme.zendesk.com/anonymous\\_requests/new](http://formspringme.zendesk.com/anonymous_requests/new)