

JN:8651

**Survey Name:** Ofcom – Parents and Children Media Literacy Tracker

## Survey-specific variables

INT1 SURVEY TYPE

POST TO WEB - PILOT	1
POST TO WEB - MAIN	2
PANEL INTERVIEW	3

## Introduction

### Thank you for agreeing to take part in our survey today.

We are carrying out research on behalf of Ofcom about children's use of and opinions about different sorts of media. We need to know what parents or guardians think too.

This is a very important survey for Ofcom and your opinions really will count. Some of the questions ask about some aspects of internet safety. This is an area that Ofcom needs to know more about in order to work out the best ways of helping children and parents stay safe online.

The questions in the survey will relate to one particular child, depending on the ages of the children in your household. We are interested in your views as a parent and if your child is aged 8-15 (and is selected to take part) we would like to hear from them too. We would like you, the parent, to start the survey first though as we have some questions for you.

The survey is being conducted for research purposes only and we rely on your consent to include your responses in our analysis. You can refuse to participate or stop the survey at any point. Please be assured that this is genuine research being conducted on behalf of Ofcom, we are not trying to sell you anything, and there will be no sales follow-up as a result of you taking part.

Following the introduction of GDPR legislation we need to draw your attention to our Privacy Policy (see the link at the bottom right of the screen) which explains your rights.

All our surveys are conducted under the Code of Conduct of the UK Market Research Society and their contact number is in the Privacy Policy. Critical Research is an independent market research agency based in London.

Could you confirm you are happy to proceed?

*Please select one option*

Yes	1	CONTINUE
No	2	CLOSE

## Section 1: Screening questions

*ASK ALL*

**QA** What is the **total** number of people in the household (please include yourself in this total)?

*Please type in below*

**IF ONE PERSON – CLOSE**

*ASK ALL*

**QB** And what is the total number of **children** aged under 18 in the household. If **you** are aged under 18, please include yourself in this total.

*Please type in below*

Type in

**IF ZERO CHILDREN – CLOSE**

ASK ALL

**QC1** Can we please ask the ages of the children aged under 18 in your household?

*Please select all that apply*

Aged under 1	1	CLOSE IF SINGLE CODED OR IF MULTICODED BUT NOT WITH CODES 4-16
Aged 1	2	CLOSE IF SINGLE CODED OR IF MULTICODED BUT NOT WITH CODES 4-16
Aged 2	3	CLOSE IF SINGLE CODED OR IF MULTICODED BUT NOT WITH CODES 4-16
Aged 3	4	CONTINUE
Aged 4	5	CONTINUE
Aged 5	6	CONTINUE
Aged 6	7	CONTINUE
Aged 7	8	CONTINUE
Aged 8	9	CONTINUE
Aged 9	10	CONTINUE
Aged 10	11	CONTINUE
Aged 11	12	CONTINUE
Aged 12	13	CONTINUE
Aged 13	14	CONTINUE
Aged 14	15	CONTINUE
Aged 15	16	CONTINUE
Aged 16	17	CLOSE IF SINGLE CODED OR IF MULTICODED BUT NOT WITH CODES 4-16
Aged 17	18	CLOSE IF SINGLE CODED OR IF MULTICODED BUT NOT WITH CODES 4-16
Prefer not to say	19	CLOSE

ASK ALL (NB ROWS FILTERED ON RESPONSES AT QC1)

**QC2** Can we please ask the gender of these children?

*Please enter the number of children by gender for each age group, by typing in the relevant number.*

*Please enter a response for each row.*

*If you do not have any children of that gender then please leave it set at zero.*

	Male	Female	
Aged under 1	0	0	1
Aged 1	0	0	2
Aged 2	0	0	3
Aged 3	0	0	4
Aged 4	0	0	5
Aged 5	0	0	6
Aged 6	0	0	7
Aged 7	0	0	8
Aged 8	0	0	9
Aged 9	0	0	10
Aged 10	0	0	11
Aged 11	0	0	12
Aged 12	0	0	13
Aged 13	0	0	14
Aged 14	0	0	15
Aged 15	0	0	16
Aged 16	0	0	17
Aged 17	0	0	18
Prefer not to say			19

**ASK ALL PANEL RESPONDENTS (INT1/ CODE 3)**

**QD1** And where do you normally live? By this we mean the place that you live for most of the year.

*Please select one option*

England	1
Wales	2
Scotland	3
Northern Ireland	4

**ASK ALL THAT LIVE IN ENGLAND AT QD1 (CODE 1)**

**QD2** What region of England do you live in?

*Please select one option*

North East	1
Yorkshire and Humberside	2
North West	3
West Midlands	4
East Midlands	5
East of England	6
South West	7
South East	8
London	9

**ASK ALL PANEL RESPONDENTS (INT1/ CODE 3)**

**QE** What is your postcode?

This will not be used to contact you or to identify you – it will simply be used to classify where you live, as in an urban or rural area

**TYPE IN BELOW:**

**ALLOW REFUSED**

**ASK ALL PANEL RESPONDENTS (INT1/ CODE 3) THAT REFUSE POSTCODE AT QE**

**QF** Which one of these options best describe where you live?

*Please select one option*

Large city	1
Smaller city or large town	2
Medium town	3
Small town	4
Rural area	5

**ASK ALL**

**QG** Which of these best describes the chief income earner in your household?

If you/ they are retired and living on a private pension, please choose your description based on what you/ they did before you/ they retired.

If you/ they have been unemployed for six months or less, please choose your description based on your/ their most recent main job.

**Please note - if currently 'on furlough' please respond based on the usual employment status**

*Please select one option*

<b>Very senior management;</b> top level civil servant or professional (e.g. surgeon; partner in a law firm; regional bank manager; board director of medium/ large firm).	1
<b>Senior or middle management in large organisation;</b> owner of small business; principal officer in civil service/ local government	2
<b>Junior management or professional;</b> or administrative (e.g. most office workers; accounts clerk; secretary; police sergeant; nurse)	3
<b>Skilled manual worker</b> - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.	4
<b>Semi-skilled or unskilled manual worker</b> - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.	5
Housewife/ househusband	6
Unemployed	7
Student	8
<b>Retired <u>and</u> on state pension ONLY</b> (If retired but not only on state pension, please indicate the occupation just before retirement)	9
Don't know	10

**ESTABLISH PERMISSION/CONSENT FROM PARENT AND CHILD (WHERE APPLICABLE) TO BE INTERVIEWED AND COLLECT NAME OF CHILD THEN CONTINUE TO SHOWSCREEN 1**

## Section 2: Main questionnaire - All parents

### SHOWSCREEN 1 - SHOW ALL PARENTS

#### START SURVEY

We'd now like you to start the survey.

Please click on the '>>' button below to proceed

#### ASK ALL PARENTS

**QP3A** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Smart TV set (a TV that connects directly to the internet, and doesn't need a computer, set-top box, streaming stick or games console to go online)**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

#### ASK ALL PARENTS

**QP3B** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Standard TV set (that is not connected to the internet)**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

**ASK ALL PARENTS**

**QP3C** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Desktop computer/ laptop/ netbook– with internet access (Access to websites)**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

**ASK ALL PARENTS**

**QP3D** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Tablet computer – like an iPad, Kindle Fire, Samsung Galaxy Tab**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5



**ASK ALL PARENTS**

**QP3E** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Any type of mobile phone, including smartphone – (iPhone/ Samsung Galaxy etc.)**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

**ASK ALL PARENTS**

**QP3F** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Games console or games player – like a PlayStation, Xbox, Nintendo Switch and so on**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

*ASK ALL PARENTS*

**QP3G** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Smart speakers which can respond to voice commands - e.g. Amazon Echo (Alexa), Google Home, Apple HomePod**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

*ASK ALL PARENTS*

**QP3H** We are going to show you some different types of media devices that you may or may not have in your home.

Please select one response that best applies to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>.

In each case we're interested in working devices.

*Please select one option*

**Radio (whether FM/ AM or digital DAB)**

Child has their <b>own</b> one	1
Household has & <b>child makes use of</b>	2
Household has but <b>child does not use</b>	3
<b>Do not have</b> in the household	4
Don't know	5

**ASK ALL PARENTS**

**QP4A** Are you **able** to go online **at home** in any of these ways?

We are interested in finding out about ***all the ways*** in which you ***could*** go online at home, even if is a way that you tend not to use very often or at all.

*Please select all that apply*

Using a fixed broadband connection (including Wi-Fi)	1
Using 3G or 4G or 5G on a mobile phone or tablet	2
Neither of these	3
Don't know	4

**ASK ALL PARENTS WHOSE CHILD HAS THEIR OWN MOBILE PHONE/ SMARTPHONE (QP3E/ CODE1) – OTHERS SKIP TO QP5**

**QP4** You mentioned that <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> has their own mobile phone. Is this a smartphone?

A smartphone is a phone on which you can easily access emails, download apps/ applications and other files, as well as view websites and generally surf the internet/ go online. Popular brands of smartphone include iPhone, and Android phones such as the Samsung Galaxy.

*Please select one option*

Yes	1
No	2
Don't know	3

**ASK ALL PARENTS**

Now some question about television.

**QP5** Does <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> ever use any of these devices to watch **television programmes or films at home or elsewhere?**

This could be watching television programmes or films as they are broadcast, anything recorded from the TV to view later, any use of catch up services (such as BBC iPlayer or ITV Hub) or other on-demand content (such as Netflix or Amazon Prime Video).

Please note that we do **NOT** mean DVDs or short video clips.

*Please select all that apply*

A television set	1
A tablet (like an iPad, Kindle Fire, Samsung Galaxy Tab)	2
A mobile phone/ smartphone (like an iPhone/ Samsung Galaxy)	3
A desktop computer/ laptop/ netbook	4
A games console or games player (like a PlayStation/ Xbox/ Nintendo Switch and so on)	5
Other type of device - (please type in below)	6
None of these / Child does not watch TV programmes or films	7
Don't know	8

**ASK ALL PARENTS**

**QP6** In which, if any, of these ways does <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> ever watch TV programmes or films?

*Please select all that apply*

Watching programmes at the time they are broadcast on scheduled TV – so, for example, watching Britain’s Got Talent on ITV on Saturday night	1
Watching something that was shown on TV that has been recorded to watch at another time	2
Watching through any online or catch-up services from UK broadcasters like BBC iPlayer, ITV Hub or All 4	3
Watching through any paid-for on-demand services like Netflix, Amazon Prime Video or Disney+	4
Through renting or buying programmes or films from online stores like Apple TV, Google Play Store or Sky Store	5
Watching programmes or films on other websites or apps like YouTube, Vimeo, Facebook Watch, Pluto TV and Snapchat	6
Watching Blu rays/ DVDs/ videos	7
None of these	8
Don't know	9

**ASK ALL PARENTS**

**QP7** Does <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> ever watch TV programmes or films on any of these paid-for online on-demand services?

*Please select all that apply*

Netflix	1
Amazon Prime Video	2
Disney+ (formerly Disney Life)	3
Hayu	4
NOW TV	5
Apple TV +	6
Britbox	7
Any other paid-for on-demand television services (please type in below)	8
No - they do not watch any of these	9
Don't know	10

**ASK ALL WHOSE CHILD WATCHES LIVE BROADCAST TV (QP6 CODE 1) – OTHERS SKIP TO QP23**

**QP12** The following questions ask about the TV programmes <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> watches. By this we mean any programmes your child watches live or as they are broadcast, rather than any programmes viewed after they are broadcast on catch-up services or on demand.

Do you have any of these rules about the TV programmes that <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> watches live or as the programmes are broadcast?

*Please select all that apply*

Rules about what they watch	1
Rules about when they watch	2
Rules about how much time they spend watching	3
Rules about who they are watching with/ can only watch when supervised	4
Other rules - (please type in below)	5
No, do not have any rules	6

**ASK ALL WHOSE CHILD WATCHES LIVE BROADCAST TV (QP6 CODE 1) – OTHERS SKIP TO QP23**

**QP13** Still thinking about any programmes that <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> watches live or as the programmes are broadcast. Please tell me the extent to which you are concerned about the content of the TV programmes that they watch.

*Please select one option*

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5
Don't know	6

**ASK ALL PARENTS**

Now some questions about the internet and going online.

**QP23** Please think about any reason <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> may have for **going online** – maybe to look at a website or use an app, watch a TV programme or video clip on sites or apps like YouTube, to play games online, to visit a social media site or app, or to do school or homework.

Does <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> ever use any of the **following devices** to go online at home or elsewhere?

*Please select all that apply*

A tablet (like an iPad, Kindle Fire or Samsung Galaxy Tab)	1	
A laptop/ netbook	2	
A desktop computer (PC or Mac)	3	
A mobile phone/ smartphone (like an iPhone/ Samsung Galaxy/)	4	
A games console or games player (like a PlayStation, Xbox, Nintendo Switch and so on)	5	
A smart TV (a TV set that connects directly to the internet and doesn't need a computer, set-top box or games console to go online)	6	
A smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	7	
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	8	
Other type of device - (please type in below)	9	
NONE OF THESE/ Child does not go online	10	SKIP TO QP31
Don't know	11	SKIP TO QP31

ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP31

**QP26** Do you have any of these rules about what <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> does online?

Please think about the sorts of things they do online on any device

*Please select all that apply*

Rules about the types of websites or apps they can use	1
Rules about the video content they watch online	2
Rules about who they can contact online	3
Rules about the information they can share online	4
Rules about spending money online	5
Rules about how much time they spend online	6
Rules about when they can go online	7
Other rules – (please type in below)	8
No, do not have any rules	9

ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP31

**QP26A** Due to the situation with COVID this year, many children have been at home much more than usual. To what extent do you agree or disagree with the following statement about any use of rules at this time?

**As a result of my child being at home more than usual this year, I have had to relax some of the rules about what my child does online**

*Please select one option*

Strongly disagree	1
Slightly disagree	2
Neither agree nor disagree	3
Slightly agree	4
Strongly agree	5
Don't know	6

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP31*

**QP27** When <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> goes online, on any device, would you usually supervise them in any of these ways?

*Please select all that apply*

Sitting beside them and watching or helping them while they are online	1
Being nearby and regularly checking what they do	2
Asking about what they are doing or have been doing online	3
Check the browser/ device history after they have been online	4
Other types of supervision – (please type in below)	5
No, don't supervise their online access and use	6

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP31*

**QP28** Have you ever talked to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> about how to stay safe online?

For example, have you ever discussed with them the potential dangers of things like content on sites or apps that might be unsuitable for their age, sharing too much information online, contact with people they don't know personally etc.

*Please select one option*

Yes	1	
No	2	SKIP TO QP31
Don't know	3	SKIP TO QP31

*ASK ALL PARENTS WHO HAVE SPOKEN TO THEIR CHILD ABOUT STAYING SAFE ONLINE (QP28 CODE 1)*

**QP29** Which of these best describes how often you talk to <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> about how to stay safe online?

*Please select one option*

At least every few weeks	1
At least every few months	2
Less often than every few months, but more than once	3
Have talked to them once, and not since then	4
Don't know	5



**ASK ALL PARENTS**

**QP31** Before today, were you aware of any of these types of technical tools or controls?

*Please select all that apply*

Content filters provided by your broadband internet service provider (e.g. BT, TalkTalk, Sky and Virgin Media) where the filters apply to ALL the devices using your home broadband service (also known as home network filtering)	1	
Parental control software set up on a particular device used to go online (e.g. Net Nanny, McAfee Family Protection, Open DNS FamilyShield).	2	
Parental controls built into the device by the manufacturer – e.g. Windows, Apple, Xbox, PlayStation etc.	3	
Restrict access to inappropriate online content - through things like Google SafeSearch, YouTube Restricted mode or TikTok Family Safety Mode	4	
Change the settings on your child's phone or tablet to stop apps being downloaded or stop in-app purchases	5	
Parental control software, settings or apps that can be used on your child's phone or tablet to restrict access to content or manage their use of the device	6	
None of these / Not aware of any of these	7	SKIP TO QP48
Don't know	8	SKIP TO QP48

**ASK ALL AWARE OF ANY TECHNICAL TOOLS OF CONTROLS (ONLY SHOW THOSE MENTIONED AT QP31 AS WELL AS NONE/ DN'T KNOW OPTION) – OTHERS SKIP TO QP48A**

**QP32** Do you use any of these types of technical tools or controls to manage <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s access to online content?

*Please select all that apply*

Content filters provided by your broadband internet service provider (e.g. BT, TalkTalk, Sky and Virgin Media) where the filters apply to ALL the devices using your home broadband service (also known as home network filtering)	1
Parental control software set up on a particular device used to go online (e.g. Net Nanny, McAfee Family Protection, Open DNS FamilyShield).	2
Parental controls built into the device by the manufacturer – e.g. Windows, Apple, Xbox, PlayStation etc.	3
Restrict access to inappropriate online content - through things like Google SafeSearch, YouTube Restricted mode or TikTok Family Safety Mode	4
Change the settings on your child's phone or tablet to stop apps being downloaded or stop in-app purchases	5
Parental control software, settings or apps that can be used on your child's phone or tablet to restrict access to content or manage their use of the device	6
None of these / Do not use any of these	7
Don't know	8

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59 – ROTATE ORDER OF STATEMENTS A/B*

**QP48A** Please tell me the extent to which you **agree or disagree** with the following statements in relation to your child.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**The benefits of the internet for my child outweigh any risks**

Strongly disagree	1
Slightly disagree	2
Neither agree nor disagree	3
Slightly agree	4
Strongly agree	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59 – ROTATE ORDER OF STATEMENTS A/B*

**QP48B** Please tell me the extent to which you **agree or disagree** with the following statements in relation to your child.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**I feel I know enough to help my child to stay safe online**

Strongly disagree	1
Slightly disagree	2
Neither agree nor disagree	3
Slightly agree	4
Strongly agree	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59 - ROTATE ORDER OF STATEMENTS A/B/D AND THEN ASK REMAINING IN TURN*

Now some slightly different questions about the extent to which you are concerned about what <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>does online

Please click the '>>' button to continue.

**QP51A** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**The content on the websites or apps that they visit**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59 - ROTATE ORDER OF STATEMENTS A/B/D AND THEN ASK REMAINING IN TURN*

**QP51B** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**How much time they spend online**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59- ROTATE ORDER OF STATEMENTS A/B/D AND THEN ASK REMAINING IN TURN*

**QP51D** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**Them giving out their personal details to inappropriate people**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59*

**QP51E** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**Them being bullied online/ cyberbullying**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59

**QP51F** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**Damaging their reputation either now or in the future**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59

**QP51G** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**Seeing content which encourages them to hurt or harm themselves**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59*

**QP51H** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**The pressure on them to spend money online**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59*

**QP51I** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**Companies collecting information about what they are doing online (e.g. what they have been looking at online/ sites they have visited etc.)**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59*

**QP51J** To what **extent are you concerned** about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>'s online activities.

Please bear in mind that we are referring to their use of the internet on any device whether it's a desktop computer, laptop, netbook or tablet like an iPad, a mobile phone or a games console.

*Please select one option*

**The possibility of my child being radicalised, e.g. influenced by extreme views online whether political, social or religious**

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59*

**QP52** Have you looked for or received information or advice about how to help <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>to stay safe online, from any of these sources or in any other way?

*Please select all that apply*

Your child's school	1
Family or friends	2
From your child themselves	3
Government or local authority	4
BBC	5
Manufacturers or retailers selling the product	6
Internet service providers/ ISPs	7
TV, radio, newspapers or magazines	8
Other websites or apps with information about how to stay safe online	10
Other sources – (please type in below)	11
No, have not looked for or received any information or advice	12
Don't know	13

*ASK ALL PARENTS WHOSE CHILD USES THE INTERNET AT QP23 (CODES 1-9) – OTHERS SKIP TO QP59*

**QP53** Thinking about what <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>does online, which, if any, of the following applies to them?

*Please select all that apply*

**Being online helps them...**

To learn a new skill	1
To develop creative skills	2
To build or maintain friendships	3
With their schoolwork/ homework	4
To find out about the news	5
To find useful information about any problems or issues they may have	6
To understand what other people think and feel about things	7
To find out about or to support causes or organisations	8
None of these apply	9
Don't know	10

*ASK ALL PARENTS WHOSE CHILD HAS THEIR OWN MOBILE PHONE/ SMARTPHONE AT QP3E (CODE 1) – OTHERS SKIP TO QP65*

**QP59** Now one quick question about mobile phones.  
Do you have any of these rules about the use that <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>makes of their mobile phone?

*Please select all that apply*

Rules about how much time they spend using their phone	1
Rules about how much money they can spend on their phone	2
Rules about downloading apps onto their phone	3
Rules about who they are in contact with on their phone	4
Rules about when they can use their phone	5
Other rules – (please type in below)	6
No, do not have any rules	7



**ASK ALL PARENTS**

**QP65** Now some questions about gaming.  
Does <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>ever play games at home or elsewhere in any of these ways?

*Please select all that apply*

On a games console or games player (like a PlayStation, Xbox, Nintendo Switch and so on)	1	
On a tablet (like an iPad, Kindle Fire or Samsung Galaxy Tab)	2	
On a desktop computer/ laptop/ netbook	3	
On a mobile phone or smartphone (like an iPhone, Samsung Galaxy)	4	
On a smart TV directly – not using a games console connected to the TV	5	
On a virtual reality gaming headset/ device (like Oculus Rift, Samsung Gear VR)	6	
No, never/ Child does not play games	7	SKIP TO QP75

**ASK IF CHILD EVER PLAYS GAMES AT QP65 (CODES 1-6) – OTHERS SKIP TO QP75**

**QP67** Do you have any of these rules about the games <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> plays at home or elsewhere - whether on a games console or player, a computer, or any other device?

*Please select all that apply*

Rules about only playing games with an age appropriate rating	1
Rules about only playing games with appropriate content (no violence/ nudity/ swearing etc)	2
Rules about how much time they spend playing games	3
Rules about when they can play games	4
Rules about who they can play games with or against	5
Rules about whether they can play games online	6
Rules about purchasing or downloading games or apps / in-app purchasing	7
Other rules – (please type in below)	8
No, do not have any rules	9

*ASK IF CHILD EVER PLAYS GAMES AT QP65 (CODES 1-6) – OTHERS SKIP TO QP75*

**QP70A** Many games can now be played online, either through games consoles, or through other devices such as, tablets, mobile phones and smart TVs. Some popular online games include Minecraft and Fortnite.

Does <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> ever play games online?

*Please select one option*

Yes	1
No	2
Don't know	3

*ASK IF CHILD EVER PLAYS GAMES ONLINE AT QP70A (CODE 1) – OTHERS SKIP TO QP74A*

**QP70B** When <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> plays games online, which of these describe how they are playing?

*Please select all that apply*

Playing on their own - against the games console/ player/ computer	1
Playing against or with someone else they know/ they have met in person	2
Playing against or with people they do <b>not</b> know/ they have <b>not</b> met in person	3
Don't know	4

*ASK IF CHILD EVER PLAYS GAMES AT QP65 (CODES 1-6) - ROTATE ORDER OF STATEMENTS A/D/E - OTHERS SKIP TO QP75*

**QP74A** Please tell me the extent to which you are concerned about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> playing games through any means.

*Please select one option*

The content of the games they are playing

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5
Don't know	6

*ASK IF CHILD EVER PLAYS GAMES AT QP65 (CODES 1-6) - ROTATE ORDER OF STATEMENTS A/D/E - OTHERS SKIP TO QP75*

**QP74D** Please tell me the extent to which you are concerned about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>playing games through any means.

*Please select one option*

The pressure to make in-game purchases, for things like access to upgrades, skins, loot-boxes, in-game currency or other rewards

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5
Don't know	6

*ASK IF CHILD EVER PLAYS GAMES AT QP65 (CODES 1-6) - ROTATE ORDER OF STATEMENTS A/D/E - OTHERS SKIP TO QP75*

**QP74E** Please tell me the extent to which you are concerned about these possible aspects of <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>>playing games through any means.

*Please select one option*

The possibility of them being bullied by other players

Very concerned	1
Fairly concerned	2
Neither/ nor	3
Not very concerned	4
Not at all concerned	5
Don't know	6

**ASK ALL PARENTS**

**QP75A** Moving on, we would now like to ask you some questions about your child’s screen time. By screen time we mean the time your child spends looking at screens on all the different devices they may use, including TV, mobile phones, laptops, tablets and gaming devices.

Please tell us the extent to which you agree or disagree with the following statements

*Please select one option*

I find it hard to control my child’s screen time

Disagree a lot	1
Disagree a little	2
Neither agree nor disagree	3
Agree a little	4
Agree a lot	5
Don’t know	6

**QP75B** Moving on, we would now like to ask you some questions about your child’s screen time. By screen time we mean the time your child spends looking at screens on all the different devices they may use, including TV, mobile phones, laptops, tablets and gaming devices.

Please tell us the extent to which you agree or disagree with the following statements

*Please select one option*

I think my child has a good balance between screen time and doing other things

Disagree a lot	1
Disagree a little	2
Neither agree nor disagree	3
Agree a little	4
Agree a lot	5
Don’t know	6

TRANSITION TO CHILD INTERVIEW FOR PARENTS OF 8-15S – PARENTS OF 3-7S GOTO SHOWSCREEN 4

### Section 3: Main questionnaire – child aged 8-15

#### ASK ALL CHILDREN AGED 8-15

**QC0** Today we are asking questions for Ofcom - they are in charge of looking after people who use phones, TV, radios and the internet and are thinking about how people can be kept safe online. Ofcom make sure people get a good service and are protected from harmful things.

We need to know what parents or guardians think and also what **you think**. So, we have some questions that we would like to ask you about the things that you do. There are no right or wrong answers to any of these questions as it is not a test.

Some of the questions ask about staying safe online. Ofcom need to know more about this to help children and their families stay safe online.

You can take part if you are happy to. If you want to stop at any time you can just stop.

By clicking [here](#) it explains things in a bit more detail.

Based on what you have read, are you happy to answer some questions?

*Please choose one answer*

Yes		1	CONTINUE
No		2	CLOSE

#### ASK ALL CHILDREN AGED 8-15

##### START

Thank you for helping us out with this.

We have some questions that we would like to ask you about the things that you do.

There may be some things you haven't heard of or you don't use but that is fine. If there is any question that you don't understand or you are not sure about it is okay to ask your parent or guardian to help or to answer by saying "Don't know".

Please click the '>>' button to continue

ASK ALL 8-15S

**QC1** So, to start with <<NAME OF CHILD IF PROVIDED>> we have some questions about TV.

Do you ever use any of these to watch **television programmes or films at home or somewhere else?**

This could be watching TV or films when they are shown on TV, something that has been recorded or something you watch on services like BBC iPlayer or Netflix. We don't mean DVDs or short video clips, though.

*You can choose as many as you like, as long as they apply to you.*

*If you watch on another type of device that is not in this list please type in your answer at 'Other type of device' below*

A television set	1	
A tablet (like an iPad, Kindle Fire, Samsung Galaxy Tab)	2	
A mobile phone/ smartphone (like an iPhone/ Samsung Galaxy)	3	
A computer/ laptop/ netbook	4	
A games console or games player (like a PlayStation/ Xbox/ Nintendo Switch and so on)	5	
Other type of device – (please type in your answer below)	6	
None of these/ I do not watch TV programmes or films	7	SKIP TO QC12A
Don't know	8	SKIP TO QC12A

**ASK IF CHILD AGED 8-15 WATCHES TV ON ANY DEVICE AT QC1 (CODES 1-6) - OTHERS SKIP TO SHOWSCREEN 2**

**QC3** We're going to show you **three** things about the TV programmes that you watch.

This could be watching TV programmes on a TV set or on a computer, tablet or phone. This might be when it is shown on TV, something that has been recorded or something you watch on a service like iPlayer or Netflix.

Which answer would you choose for each of the following?

**There are enough programmes for children my age**

Yes	1
No	2
Don't know	3

**There are enough programmes that show children that look like me**

Yes	1
No	2
Don't know	3

**There are enough programmes that show children that live in the same part of the country as me**

Yes	1
No	2
Don't know	3

**SHOWSCREEN 2**

Now we want to ask you a few questions about going online, either at home or somewhere else.

There are lots of different things you might do when you are online like search for information, play games, watch TV, use social media sites like Instagram, Snapchat, TikTok or Facebook or use WhatsApp.

Please click the '>>' button to continue

ASK ALL 8-15S

**QC12A Thinking about how you go online.**

Do you ever use any of these to go online **at home or somewhere else?**

*You can choose as many as you like, as long as they apply to you.*

*If you go online on another device that is not in the list please type in your answer at 'Other type of device' below*

A tablet (like an iPad, Kindle Fire or Samsung Galaxy Tab)	1	
A laptop/ netbook	2	
A desktop computer (PC or Mac)	3	
A mobile phone/ smartphone (like an iPhone/ Samsung Galaxy)	4	
A games console or games player (like a PlayStation, Xbox, Nintendo Switch and so on)	5	
A smart TV (a TV set that connects directly to the internet and doesn't need a computer, set-top box or games console to go online)	6	
A smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	7	
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	8	
Other type of device – (please type in your answer below)	9	
None of these/ I do not go online	10	SKIP TO QC18A
Don't know	11	SKIP TO QC18A

ASK ALL CHILDREN AGED 12-15 WHO GO ONLINE AT QC12A (CODES 1-9) - OTHERS SKIP TO QC16

**QC13** <<NAME OF CHILD IF PROVIDED>>, which, if any, of the following applies to you/ Which, if any, of the following applies to you ?

*You can choose as many as you like, as long as they apply to you.*

**Being online helps me.....**

To learn a new skill	1
To develop creative skills	2
To build or maintain friendships	3
With my schoolwork/ homework	4
To find out about the news	5
To find useful information about any problems or issues I may have	5
To understand what other people think and feel about things	6
To find out more about or to support causes or organisations	7
None of these reasons apply to me	8
Don't know	9



*ASK IF CHILD AGED 8-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC40*

**QC16** Due to the situation with **COVID** this year, many children have been at home much more than usual.

Which one of these answers best applies to you when you've **been online** during this time?

*Please choose one answer*

**When I've been online....**

I've only used or visited sites or apps that I've used before	1	SKIP TO QC26
I've started to use a few new sites or apps I'd never used before	2	
I've started to use lots more sites or apps I'd never used before	3	
Don't know	4	SKIP TO QC26

*ASK IF CHILD AGED 12-15 GOES ONLINE AT QC12A (CODES 1-9) AND USES SITES THEY'VE NOT USED BEFORE AT QC16 (CODES 2-3) – OTHERS SKIP TO QC26*

**QC18A** When you go to websites or apps you've never used before to look for information, do you ever think about whether you can trust the information to be **true or accurate**?

*Please choose one answer*

Yes	1	
No	2	SKIP TO QC26
Don't know	3	SKIP TO QC26

*ASK IF CHILD AGED 12-15 GOES ONLINE AND USES SITES THEY'VE NOT USED BEFORE AT QC16 (CODES 2-3) AND THINKS ABOUT WHETHER THEY CAN TRUST THE INFORMATION AT QC18A (CODE 1) – OTHERS SKIP TO QC26*

**QC18B** Which of these things, if any, might you check to see if the information on these sites is **true or accurate**?

*You can choose as many as you like, as long as they apply to you.*

*If you would make a check that is not in this list please type in your answer at 'Some other check' below*

Look at how up to date the information on the website is	1
Check some types of information across a number of websites to be sure it's correct	2
Check the general look of the website, for example the layout, colours or how professional it looks	3
Ask someone else if they have been to the website	4
See whether it is a company or brand I have heard of	5
Some other check – (please type in your answer below)	6
Don't know	7

**ASK IF CHILD AGED 8-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC40**

**QC26** Moving on now <<NAME OF CHILD IF PROVIDED>>, do you ever use Google, or similar sites like Bing to look for or find out things online?

*Please choose one answer*

Yes	1	
No	2	SKIP TO QC30A
Don't know	3	SKIP TO QC30A

**ASK IF CHILD AGED 8-15 USES SEARCH ENGINES (QC26 CODE 1) – OTHERS SKIP TO QC30A**

**QC27** When you use Google or similar sites like Bing to look for something online, you are given a list of websites in the Google results page.

Which **one** of these sentences about these results do you agree with most?

*Please choose one answer*

I think that if they have been listed by Google or Bing these websites can be trusted	1
I think that some of these websites can be trusted and some can't	2
I don't really think about whether the websites can be trusted	3
Don't know	4

**ASK IF CHILD AGED 8-15 USES SEARCH ENGINES (QC26 CODE 1) – OTHERS SKIP TO QC30A**

**QC29** This is a picture from a Google search for 'children's trainers'

Please scroll down to see the question.

Do you know why the first four results on the left have been listed first?

*Please select those that you think apply*

*If it is because of some other reason please type in your answer at 'For some other reason' below*

These are adverts / they have paid to be here	1
These are the best results	2
These are the most popular results	3
For some other reason – (please type in your answer below)	4
Don't know	5

ASK IF CHILD AGED 8-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC40

**QC30A** If you saw something online that you found **worrying or nasty** in some way (that you didn't like) would you **tell someone** about it?

*Please chose one answer that best applies*

I would <b>always</b> tell someone	1	
I would <b>sometimes</b> tell someone	2	
I would <b>not</b> tell someone	3	SKIP TO QC31
Don't know	4	SKIP TO QC31
Prefer not to say	5	SKIP TO QC31

ASK IF CHILD AGED 8-15 GOES ONLINE AND WOULD TELL SOMEONE IF THEY SAW SOMETHING WORRYING OR NASTY ONLINE AT QC30A (CODES 1-2) – OTHERS SKIP TO QC31

**QC30B** Who would you tell about the worrying or nasty thing that you saw online?

*You can choose as many as you like, as long as they apply to you.*

*If you would tell someone else that is not in this list please type in your answer at 'Would tell someone else' below*

My brother/ sister	1
My friend	2
A parent	3
Another member of my family	4
A teacher	5
The websites/ apps where I saw it	6
The police	7
Would tell someone else – (please type in your answer below)	8
Unsure who I would tell	9
Don't know	10
Prefer not to say	11

ASK IF CHILD AGED 8-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC40

**QC31** And, have you ever seen anything online that you found worrying or nasty in some way that you didn't like?

*Please choose one answer*

Yes	1
No	2
Don't know	3
Prefer not to say	4

*ASK IF CHILD AGED 12-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC34A*

**QC32** Did you know that many websites, apps and online games have a report function so that you can let them know if you see something worrying or nasty?

The report function could be a button, a link, an email address or an online form through which you can point out the worrying or nasty content or report the person that posted or forwarded the worrying or nasty thing.

*Please choose one answer*

Yes, aware of report function	1
No, not aware of report function	2
Don't know	3
Prefer not to say	4

*ASK 12-15S IF SEEN SOMETHING WORRYING/ NASTY AT QC31 (CODE 1) AND AWARE OF REPORT FUNCTION AT QC32 (CODE 1) – OTHERS SKIP TO QC34A*

**QC33** Have you ever used this report function to report something like this?

*Please choose one answer*

Yes	1
No	2
Don't know	3
Prefer not to say	4

*ASK IF CHILD AGED 8-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC40*

**QC34A** Have you ever been told about how to use the internet safely?

*Please choose one answer*

Yes	1	
No	2	SKIP TO QC40
Don't know	3	SKIP TO QC40

*ASK IF CHILD AGED 8-15 GOES ONLINE AND THEY HAVE BEEN TOLD ABOUT HOW TO USE THE INTERNET SAFELY AT QC34A (CODE 1)*

**QC34B** Which of these answers best describes how you have been told about how to use the internet safely?

*You can choose as many as you like, as long as they apply to you.*

*If you were told by someone else not in this list please type in your answer at 'Other' below*

From a parent	1
From another member of my family	2
From a teacher at school	3
From friends	4
From websites or apps	5
From television/ radio programmes	6
From the police coming in to school to talk to us	7
Other – (please type in your answer below)	8
Don't know	9

*ASK ALL 8-15s*

**QC40** Thanks for your answers so far <<NAME OF CHILD IF PROVIDED>>. Now some questions about playing games and gaming.

Do you ever play games at home or somewhere else in any of these ways?

*You can choose as many as you like, as long as they apply to you*

On a games console or games player (like a PlayStation, Xbox, Nintendo Switch and so on)	1	
On a tablet (like an iPad, Kindle Fire or Samsung Galaxy Tab)	2	
On a computer/ laptop/ netbook	3	
On a mobile phone or smartphone (like an iPhone, Samsung Galaxy)	4	
On a smart TV directly – not using a games console connected to the TV	5	
On a virtual reality gaming headset/ device (like Oculus Rift, Samsung Gear VR)	6	
No, never/ I do not play games	7	SKIP TO QC46

*ASK ALL 8-15s WHO PLAY GAMES AT QC40 (CODES 1-6) – OTHERS SKIP TO QC46*

**QC42A** Many games can now be played online, either through games consoles, or through other devices such as, tablets, mobile phones and smart TVs. Some popular online games include Minecraft and Fortnite.

Do you ever play games online?

*Please choose one answer*

Yes	1	
No	2	SKIP TO QC46
Don't know	3	SKIP TO QC46

*ASK 8-15s THAT EVER PLAY GAMES ONLINE AT QC42A (CODE 1) – OTHERS SKIP TO QC46*

**QC42B** When you plays games online, which of these describe how you play?

*You can choose as many as you like, as long as they apply to you*

Playing on your own - against the games console/ player/ computer	1
Playing against or with someone else you know/ that you have met in person	2
Playing against or with someone else you do <b>not</b> know/ you have <b>not</b> met in person	3
Don't know	4

*ASK 8-15s THAT EVER PLAY GAMES ONLINE AT QC42A (CODE 1) – OTHERS SKIP TO QC46*

**QC43** When you play games online do you ever chat through the game to other people who are playing, through instant messaging or using a headset?

*Please choose one answer*

Yes, chat to other people	1	
No, do not chat to other people	2	SKIP TO QC46
Don't know	3	SKIP TO QC46

*ASK 8-15s THAT EVER CHAT TO PEOPPLE WHEN GAMING (QC43 CODE 1) – OTHERS SKIP TO QC46*

**QC44** And when you chat, who do you chat to?

*You can choose as many as you like, as long as they apply to you.*

I chat to people that I am friends with/ people that I know outside of the game	1
I chat to people that I <b>only know</b> through playing the game	2
Don't know	3

*ASK ALL 12-15s - OTHERS SKIP TO QC47*

**QC46** Moving on, we'd now like to ask you some questions about your screen time.

By screen time we mean the time you spend looking at screens on all the different devices you may use, including TV, mobiles, laptops, tablets and games players.

We're going to show you two things about screen time. Please choose the answer that best applies to what you think

**I find it hard to control my screen time**

Disagree	1
Neither agree nor disagree	2
Agree	3
Don't know	4

**I think I have a good balance between screen time and doing other things**

Disagree	1
Neither agree nor disagree	2
Agree	3
Don't know	4

*ASK ALL 8-15s*

**QC47** The next few questions are about some of the problems children may have experienced while using mobile phones or going online.

We would like you to answer them for us, but only if you would like to. If you would rather not then please say below and you will skip this section.

*Please choose one answer*

Yes, I will answer these questions	1	
No, I would prefer not to answer these questions	2	IF AGED 8-11 GO TO QC61 IF AGED 12-15 GO TO SHOWSCREEN 3 AHEAD OF QC59

*SHOW 8-15s THAT AGREE TO ANSWER QUESTIONS AT QC47 (CODE 1)*

Thank you very much for your help.

If you change your mind about answering these questions, that is fine. You can just select the "**Prefer not to say**" answer.

On some screens you may need to scroll down to see all the possible answers

Please click the '>>' button to continue

*ASK 8-15s THAT AGREE TO ANSWER QUESTIONS AT QC47 (CODE 1)*

**QC53** Please read the information below (in the blue box ) and then answer the **TWO** questions underneath.

You might need to scroll down to see both of the questions.

People can be nasty or hurtful. It could be behind someone's back, to their face, through calls or texts.  
 It could be by being nasty through social media, games or other websites.  
 It could be by calling people names, leaving them out, or through sharing photos or videos that upset them.  
 It could be threatening to hurt or actually hurting them.  
 It could be done on purpose or as a joke that goes too far.

**A)** Has this ever happened to anyone you know?

*Please choose one answer*

Yes	1
No	2
Prefer not to say	3
Don't know	4

**B)** And has this ever happened to you?

*Please choose one answer*

Yes	1
No	2
Prefer not to say	3
Don't know	4



ASK ALL 8-15s WHO SAY THIS HAS HAPPENED TO THEM ABOVE AT QC53B (CODE 1)

**QC55** When somebody was nasty or hurtful to you did it happen in any of these ways?

*Please choose as many of the options below that apply*

Face to face	1
By text or messaging apps (like WhatsApp)	2
On social media sites or apps (like Facebook, Instagram, Snapchat)	3
Through other websites or apps	4
Through phone calls	5
Through video calls (like FaceTime)	6
In online games	7
Through some other way	8
Prefer not to say	9
Don't know	10

ASK 12-15s THAT AGREE TO ANSWER QUESTIONS AT QC47 (CODE 1) – 8-11S SKIP TO QC61

**QC56** Please take a look at the list of things below and think about whether they have happened to you, either online or on a mobile phone.

Please choose those that have ever happened to you

Accidentally spending money online that you did not mean to	1
Seeing something of a sexual nature that made you feel uncomfortable	2
Being sent something scary or troubling online like a scary video or comment	3
Being contacted online by someone you don't know who wants to be your friend	4
Feeling under pressure to send photos or other information about yourself to someone	5
None of these things have ever happened to me	6
Prefer not to say	7
Don't know	8

*ASK 12-15s THAT GO ONLINE THAT AGREE TO ANSWER QUESTIONS AT QC47 (CODE 1) – 8-11S SKIP TO QC61*

**QC57** Do you know how to do any of these things online?

You may not have heard of all of these things which is okay.

Please select the ones that you know how to do even if you haven't ever done them.

Block messages on social media from someone you don't want to hear from	1	
Block people when you play online games	2	
Choose to use privacy mode/ Incognito mode on a web browser (like Google Chrome)	3	
Change the settings so fewer people can view your social media profile	4	
Delete the 'history' records of which websites you have visited	5	
Get around controls that are there to stop you visiting certain sites or apps	6	
Use a proxy server to access particular sites or apps	7	
Don't know how to do any of these	8	SKIP TO QC59
Prefer not to say	9	SKIP TO QC59
Don't know	10	SKIP TO QC59

*ASK 12-15s THAT GO ONLINE THAT AGREE TO ANSWER QUESTIONS AT QC47 (CODE 1) – ONLY SHOW RESPONSES FROM QC57 – OTHERS SKIP TO QC59*

**QC58** This list shows the things that you just said you know how to do online.

If you have **ever done any of them** please choose them again.

Block messages on social media from someone you don't want to hear from	1
Block people when you play online games	2
Choose to use privacy mode/ Incognito mode on a web browser (like Google Chrome)	3
Change the settings so fewer people can view your social media profile	4
Delete the 'history' records of which websites you have visited	5
Get around controls that are there to stop you visiting certain sites or apps	6
Use a proxy server to access particular sites or apps	7
Have not done any of these	8
Prefer not to say	9
Don't know	10

*SHOW IF CHILD AGED 12-15 GOES ONLINE AT QC12A (CODES 1-9) BUT DECLINED TO ANSWER OTHER QUESTIONS (QC53-QC58) – OTHERS SKIP TO FILTER AHEAD OF QC59*

**SHOWSCREEN 3**

You have skipped those questions. We do, however, have a couple of final questions for you.

Please click the '>>' button to continue

*ASK IF CHILD AGED 12-15 GOES ONLINE AT QC12A (CODES 1-9) – OTHERS SKIP TO QC61*

**QC59** In the past year have you seen anything hateful on the internet that has been directed at a particular group of people, based on things like their gender, religion, disability, sexuality or gender identity?

Examples of these sorts of things might be nasty or hateful comments or images that have been posted on social media, comments in response to an article that you read online, or videos posted on sites like YouTube.

Which of these options best describes whether you have seen things like this online in the **past year**?

*Please choose one answer*

I have never seen things like this	1	SKIP TO QC61
I sometimes see things like this	2	
I often see things like this	3	
Don't know	4	SKIP TO QC61

*ASK IF CHILD AGED 12-15 GOES ONLINE AND HAS EVER SEEN HATE SPEECH IN THE LAST YEAR (QC59 CODES 2-3) – OTHERS SKIP TO QC61*

**QC60** What if anything did you do after you saw the most recent example of something hateful online?

I ignored it/ didn't do anything	1
I commented on it to say I thought it was wrong	2
I shared it with my friends to say I thought it was wrong	3
I reported it to the website	4
I blocked the person who shared or made the comments	5
I responded by 'disliking' the post/ comment/ video	6
I did something else – (please type in your answer below)	7
Don't know	8

ASK ALL 8-15S

QC61 Just one final question...

Did you receive any help from your parent or guardian when completing this survey?

*Please choose one answer*

My parent helped me answer one or more questions	1
My parent was with me but didn't help me answer the questions	2
My parent was not with me	3
Don't know	4

ALL CHILDREN AGED 8-15

That is the end of the survey. Thank you very much for your help <<NAME OF CHILD IF PROVIDED>>!

Can you please ask your parent or guardian to complete the rest of the questions we have.

If this survey has raised any concerns or worries for you today, there are lots of places that are able to offer help and advice. Some of them are listed below:

**Help and support available at:**

- Bullying UK [www.bullying.co.uk/cyberbullying/](http://www.bullying.co.uk/cyberbullying/) Tel: 0808 800 2222. This has help on what to do if you are being bullied via a social network. It also has advice on dealing with dangerous websites.
- ChildLine <http://www.childline.org.uk/> Tel: 0800 1111. This has help and support on ways to boost your self-esteem (ways to feel better if you're sad). You can chat to them on the phone or online about anything at all that worries you.
- Childnet International <http://www.childnet.com/young-people> Tel: 020 7639 6967. This has information for primary and secondary school children on how to use the internet safely.
- The Full Fact Toolkit <http://fullfact.org/toolkit/> This helps you to spot 'fake news' and helps you find information you can trust on the internet.
- The UK Safer Internet Centre <http://www.saferinternet.org.uk/advice-centre/young-people> . Tel: 0344 800 2382. They provide games, quizzes, films and advice to help young people get the most out of the internet while staying safe online.
- The Think U Know website: <http://www.thinkuknow.co.uk/>. Tel: 0370 496 7622. They provide age specific advice about staying safe online whether on a phone, tablet or computer.

PARENT: Please click the '>>' button to continue

## Section 4: Classification - All parents

### SHOWSCREEN 4 -SHOW ALL PARENTS

We'd now like to finish the survey by asking you some questions about your child and your household. These questions are used to help us to group the different people we will speak with across the UK as part of this survey when we look at the results.

Click the '>>' button to continue

### ASK ALL PARENTS

#### QP80 CONSENT

At the next question we would like to you to choose from a list of options to describe <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> 's ethnic group or background.

Do we have your permission to ask you this question?

*Please select one option*

Yes – I will answer this question	1	
No – I would prefer not to answer this question	2	SKIP TO QP83CONSENT

ASK ALL PARENTS THAT HAVE GIVEN CONSENT QP80 CONSENT(CODE1) – OTHERS SKIP TO QP83 CONSENT

**QP80** Which of these groups best describes your <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> 's ethnic group or background

*Please select one option*

<b>WHITE</b>	
English/ Welsh/ Scottish/ Northern Irish/ British	1
Irish	2
Gypsy, Traveller or Irish Traveller	3
Any other white background	4
<b>MIXED/ MULTIPLE ETHNIC GROUPS</b>	
White and Black Caribbean	5
White and Black African	6
White and Asian	7
Any other mixed/ multiple ethnic background	8
<b>ASIAN AND BRITISH ASIAN</b>	
Indian	9
Pakistani	10
Bangladeshi	11
Chinese	12
Any other Asian background	13
<b>BLACK AND BLACK BRITISH</b>	
Caribbean	14
African	15
Any other black/ African/ Caribbean background	16
<b>OTHER ETHNIC GROUP</b>	
Arab	17
Any other ethnic background	18
Prefer not to say	19

**ASK ALL PARENTS**

**QP83 CONSENT**

Do we have your permission to ask about any health issues that impact <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> 's daily activities?

*Please select one option*

Yes – I will answer this question	1	
No – I would prefer not to answer this question	2	SKIP TO QP87

**ASK ALL PARENTS THAT GIVE CONSENT AT QP83CONSENT (CODE 1) – OTHERS SKIP TO QP87**

**QP83** Which of these – if any – impact or limit <<NAME OF CHILD/ your 3/4/5/6/7/8/9/10/11/12/13/14/15 year old>> 's daily activities?

*Please select all that apply*

Hearing? Poor hearing, partial hearing, or are deaf	1
Eyesight? Poor vision, colour blindness, partial sight, or are blind	2
Mobility? 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	3
Dexterity? Limited ability to reach/ difficulty opening things with their hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	4
Breathing? Breathlessness or chest pains	5
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration.	6
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	7
Their mental health? Anxiety, depression, or trauma-related conditions, for example	8
Other illnesses/ conditions which impact or limit their daily activities	9
Nothing – no impairments or conditions that impact or limit their daily activities	10
Prefer not to say	11
Don't know	12

**ASK ALL PARENTS**

**QP87** What is your working status?

**Please note - if currently 'on furlough' please respond based on your usual employment status**

*Please select one option*

Working full time (30hrs/wk+)	1
Working part time (8-29 hrs/wk)	2
Not working (i.e. under 8hrs/wk) – retired	3
Not working (i.e. under 8hrs/wk) – unemployed (registered/ not registered but looking for work)	4
Not working (i.e. under 8hrs/wk) – student	5
Not working (i.e. under 8hrs/wk) – housewife/ disabled/ other	6
Prefer not to say	7
Don't know	8

**ASK ALL PARENTS**

**QP88** What is your age, please?

Please enter your age in years \_\_\_\_\_

*TYPE IN AND AUTO CODE AS:*

16-17	1
18-24 years	2
25-34 years	3
35-44 years	4
45-54 years	5
55-64 years	6
65-74 years	7
75-79 years	8
80 years or over	9



**ASK ALL PARENTS**

**QP89** Which of the following describes how you think of yourself?  
*Please select one option*

Male	1
Female	2
In another way (please type in this term below if you would like to)	3
Prefer not to say	4

**ASK ALL PARENTS**

**QP90** Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

*Please select all that apply*

Income Support	1
Income-based Jobseeker's Allowance	2
Pensions Credit (Guaranteed Credit)	3
Pensions Credit (no Guaranteed Credit)	4
Employment and Support Allowance (ESA)	5
Universal Credit (and household has other earnings).	6
Universal Credit (and household has no other earnings).	7
Personal Independence Payment (PIP)	8
Carer's allowance	9
Other - (please type in below)	10
None of these - Do not receive any of these benefits	11
Don't know	12
Prefer not to say	13

**ASK ALL PARENTS**

**QP91** Which one of these bands describes your total household income before tax or any other deductions are made?

Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment.

**Please note - if you or anyone in the household is currently 'on furlough' please respond based on your usual household income**

*Please select one option*

Up to £199 per week / Up to £10,399 per year	1
From £200 to £299 per week / From £10,400 to £15,599 per year	2
From £300 to £499 per week / From £15,600 to £25,999 per year	3
From £500 to £699 per week / From £26,000 to £36,399 per year	4
From £700 to £999 per week / From £36,400 to £51,999 per year	5
£1,000 and above per week / £52,000 and above per year	6
Don't know	7
Prefer not to say	8

**ALL PARENTS EXIT STATEMENT**

That is the end of the survey now, thank you very much for helping us out and for your time and patience. We hope you found it interesting and enjoyable.

Just to remind you, the combined findings from everyone who has taken part will be used by Ofcom to put together a picture of how parents and children across the UK as a whole are using and thinking about media. Ofcom will publish a report on this in 2021 which will be available on their website.

Please click the '>>' button to finalise the survey.