

Annex 1

Electronic Communications - Usage & Behaviour Survey

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PO Box 288
1 Cornet Street
St Peter Port
Guernsey GY1 3RN

Company Registration: 46580
tel: +44 (0)1481 716227
www.islandanalysis.com

Background

The Council of Ministers is ascertaining whether it would be appropriate to amend Jersey Law relating to grossly offensive, threatening or malicious communications over electronic communications.

As part of this appraisal, Island Analysis was commissioned to carry out quantitative research to identify online user behaviour and attitudes and, particularly, user experience of and existing level of concern around malicious, grossly offensive or threatening communications including cyber-bullying.

Objectives

The five main objectives of this research were to:

1. Find out about the usage of electronic communications such as social media, online shopping etc. Such usage by demographic profile would be invaluable.
2. Increase the understanding about the level of concern surrounding the use of electronic communications (including concern over children's use).
3. Obtain a greater awareness of people's experiences and behaviour online.
4. Find out how aware consumers are of their rights and responsibilities online.
5. Canvas views on potential changes to the law and, in particular, the balance between the importance of freedom of speech and protection from harm.

These research objectives would inform EDD about:

- Online usage trends,
- Online malpractice and level of concern,
- The need for additional education and support relating to online usage and security,
- Different demands of various sections within the population regarding online usage,
- The need or otherwise for legislative amendment to enhance consumer protection online.

Methodology

There were a number of important points which were taken into account in this particular survey. These were:

- The sample size which needed to be sufficiently large to generate robust findings that could be reliably used in future decision making. It was therefore resolved that the survey should comprise a representative sample of 750 island residents. This would give a degree of error of +/-3.56% with a 95% confidence level.
- The sensitivity of some of the survey questions in terms of ascertaining personal experiences and information. Accordingly, it was agreed that the most appropriate method was an online survey which had the degree of security built in to the system and which would be more efficient in generating qualitative responses. It would also be cost effective.
- The need for the survey to cover a greater number of parents who currently have children in their household.

The survey was carried out over a period of four weeks commencing during the last week of October 2103 and the sample eventually comprised 755 respondents.

As part of the project, any best practice examples of online security initiatives and legislation and any available but relevant information from other island jurisdictions would be assessed and supplied to the States of Jersey.

Summary of Findings

The following key findings were revealed from the research:

Device used to access the internet and main site visited

- The laptop computer at home and the smart mobile phone were the two most used devices to access the internet. The tablet computer was also increasing in popularity.
- Facebook, Google + and Twitter were the most used social media sites followed by You Tube and Skype. Browsing the internet, using social media sites, and emailing were the most frequent online activities.

Concern over malicious/offensive online content and actions taken

- Just under half of respondents indicated that they were either 'very concerned' (20%) or 'concerned' (26%) to being exposed to inappropriate, malicious or offensive content online. A further one in three were 'not particularly concerned' with 20% 'not concerned at all'. An analysis by age group revealed that the least concerned were under 30 (16 to 29 age group).
- Nearly three out of four respondents (72%) stated that they were 'very aware' (28%) or 'aware' (44%) of the actions that they could take with regard to blocking, getting help, or reporting offensive online content. A very similar percentage (71%) indicated that they were 'very confident' (28%) or 'confident' (43%) to knowing what to do with regard to malicious or offensive content if they came across it online.
- There was a very even spread of responses with regard to the actions that would be taken if respondents came across malicious, offensive or inappropriate material online. 34% stated that they would 'ignore the content', 21% would 'report the content', and a further 27% would 'block the content'. 18% said that it would 'depend on the type of content' posted as to the subsequent action that they would take. There was not too dissimilar a response between each of the age groups as to the actions that would be taken.
- Three out of four respondents stated that they had not looked for information with regard to how to report offensive or malicious behaviour or content online. Only 17% indicated that they had looked for such information.

Online issues to contend with and impact

- With regard to experiencing various issues occurring online during the last twelve months, respondents were asked to stipulate all that they had had to deal with. Unsolicited emails were the greatest issue followed by online fraud attempts and virus security threats. Again, when the responses were analysed by age group, a similar percentage response was recorded in each of the age groups. However, only half of the respondents indicated that they had taken action against such online activity.
- In terms of whether any online malpractice had had an impact on the way respondents used the Internet, only 5% indicated that it had had an impact, while a further 24% stated that it had had an impact 'to some extent'. However, 71% said that it had had 'no impact at all'.

Responsibility for internet safety and security

- As far as who should be responsible for internet safety and security for those over the age of 18, respondents were very strongly of the view that it was the responsibility of individual internet users and, to a slightly lesser extent, website owners/creators.
- In terms of who should be responsible for internet safety and security for minors under the age of 18, respondents were overwhelmingly of the view that it was the responsibility of parents and, to a much lesser extent, the organisation that the minor was accessing the internet through (e.g. school, work place or college).

Awareness of current legislation

- Only 22% of respondents indicated that they were 'very aware' (6%) or 'aware' (16%) of what current legislation was in place in Jersey to protect the public from malicious, threatening or offensive online behaviour.

Children online safety and security

- One in three respondents indicated that they had children under 18 in their household who used a computer or mobile device to access the internet.
- As to whether the parent or someone else to the parent's knowledge had spoken to their child/children about safety online, 45% indicated that they, the parent, had spoken to them. 32% indicated that they understood that their child's/children's school had spoken to them regarding e-safety.
- Parents indicated that 'content filters' and 'password protection' were the most common controls on their child's/children's device(s). However, 14% of parents indicated that they were unaware of any controls in place.
- In terms of the level of confidence parents had in the controls that were in place in providing enough protection for their child's/children's access to online content, 54% indicated that they were 'very confident' (15%) or 'confident' (39%) in such controls. However, 39% stated that they were 'not confident' (27%) or 'not confident at all' (12%) in the controls that were in place.
- 23% of parents indicated that they were aware of something online that had upset their child/children.

As far actions being taken in other island jurisdictions, the use of legislation in tackling online cyberbullying and other offensive online activity was not necessarily the most effective way of reducing such activity.

A number of islands were very active in raising awareness of online offensive activity and had excellent well-publicised online sites which members of the public could access for help and advice.

Jersey Survey Findings

Of the 755 survey respondents, slightly more females (54%) than males (46%) completed the survey (Figure 1).

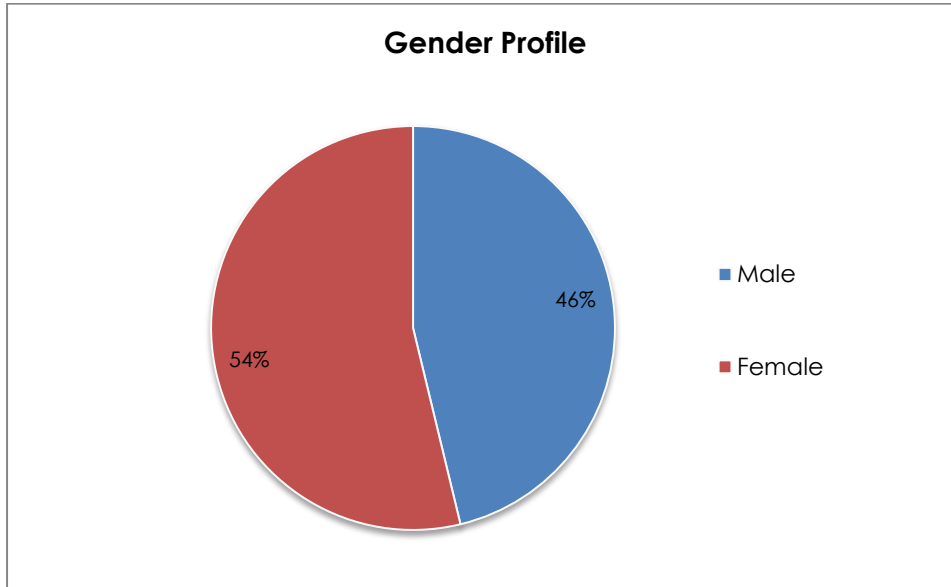


Figure 1

There was a very good age profile between 16 and 75 years of age. Figures 2 and 3 set out the percentages in each age group both as far as the sample was concerned and the population profile as a whole recorded in the 2011 Island Census.

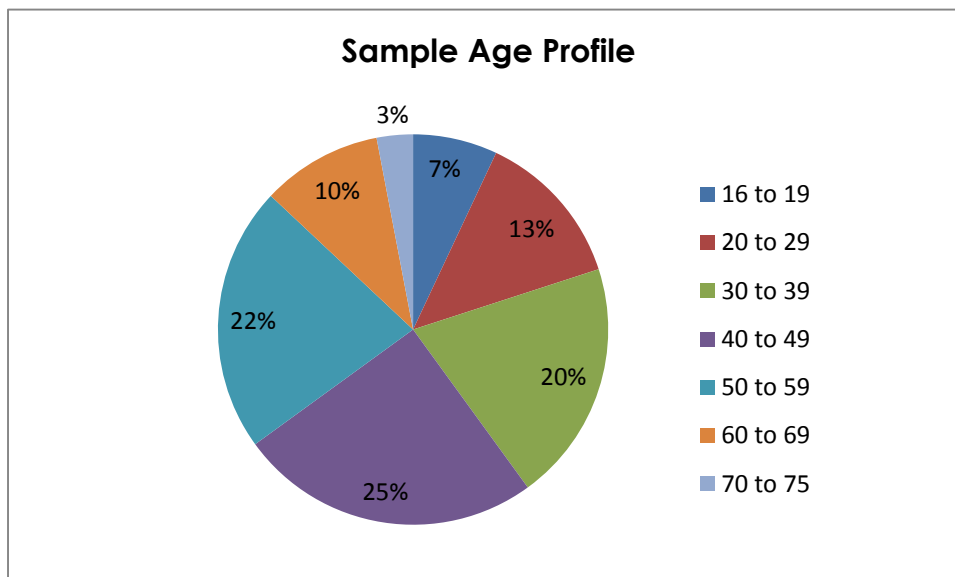


Figure 2

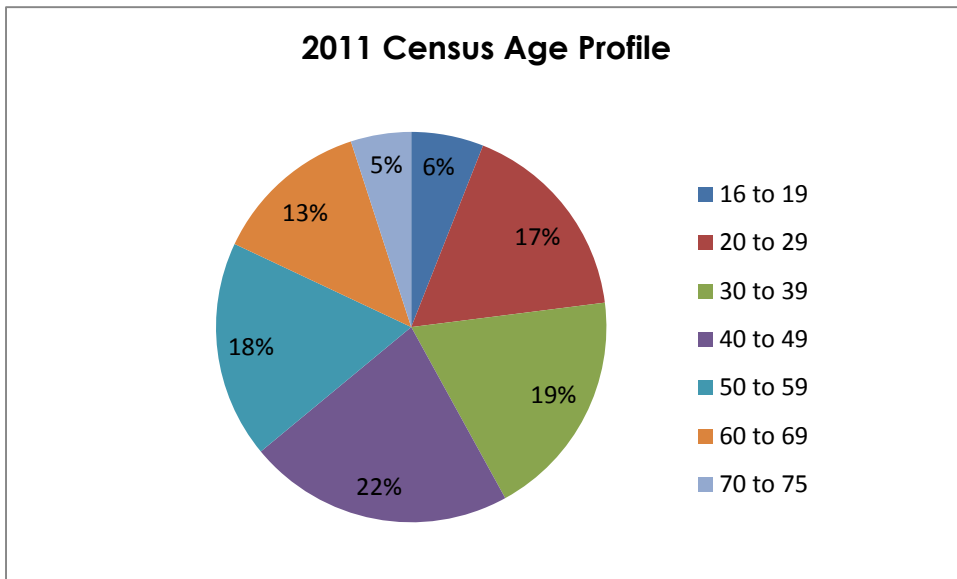


Figure 3

The location of respondents was also representative in comparison with the 2011 Island Census (Figures 4 and 5). It should be highlighted that the St Helier parish population is enhanced by a sizeable guest worker population who would be unlikely to partake in such a local survey.

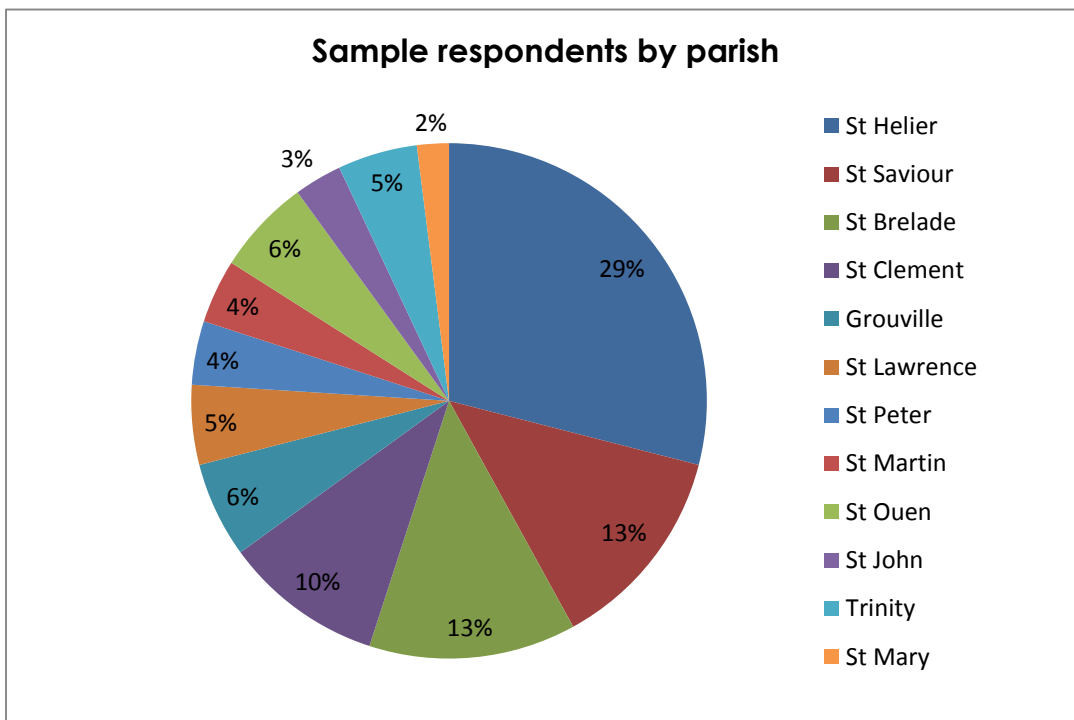


Figure 4

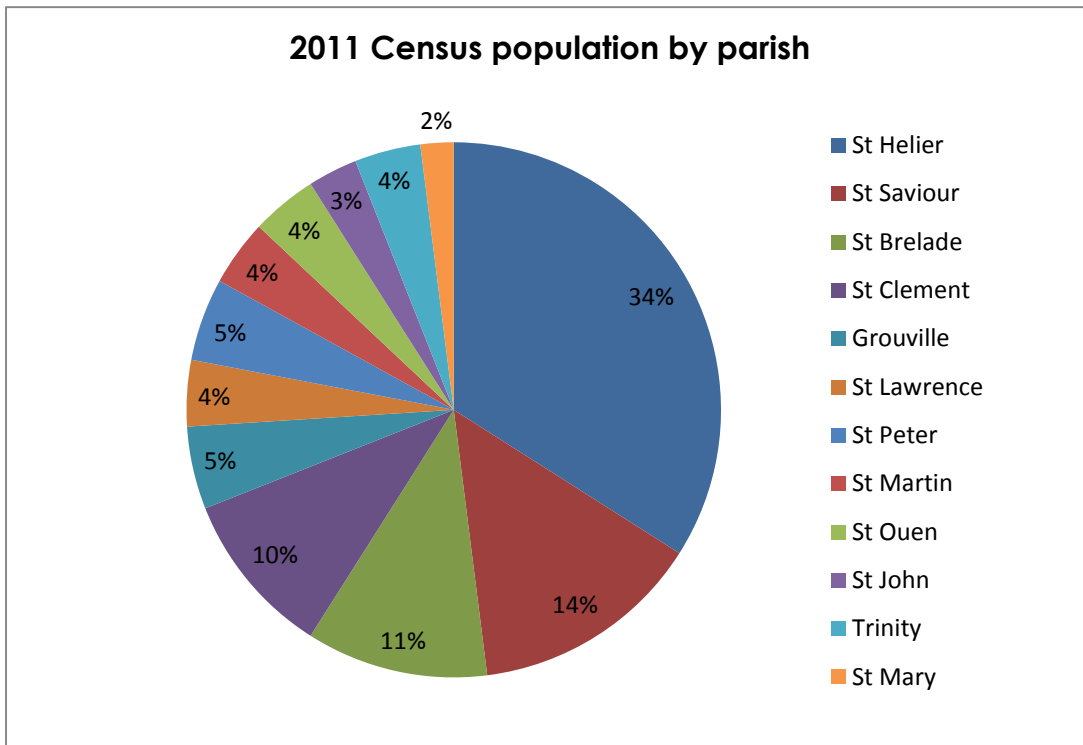


Figure 5

Respondents were first asked to identify all the devices they used at least once per week to access the Internet. The following Figure 6 revealed that the laptop computer at home and the smart mobile phone were the two most used devices followed by the tablet computer.

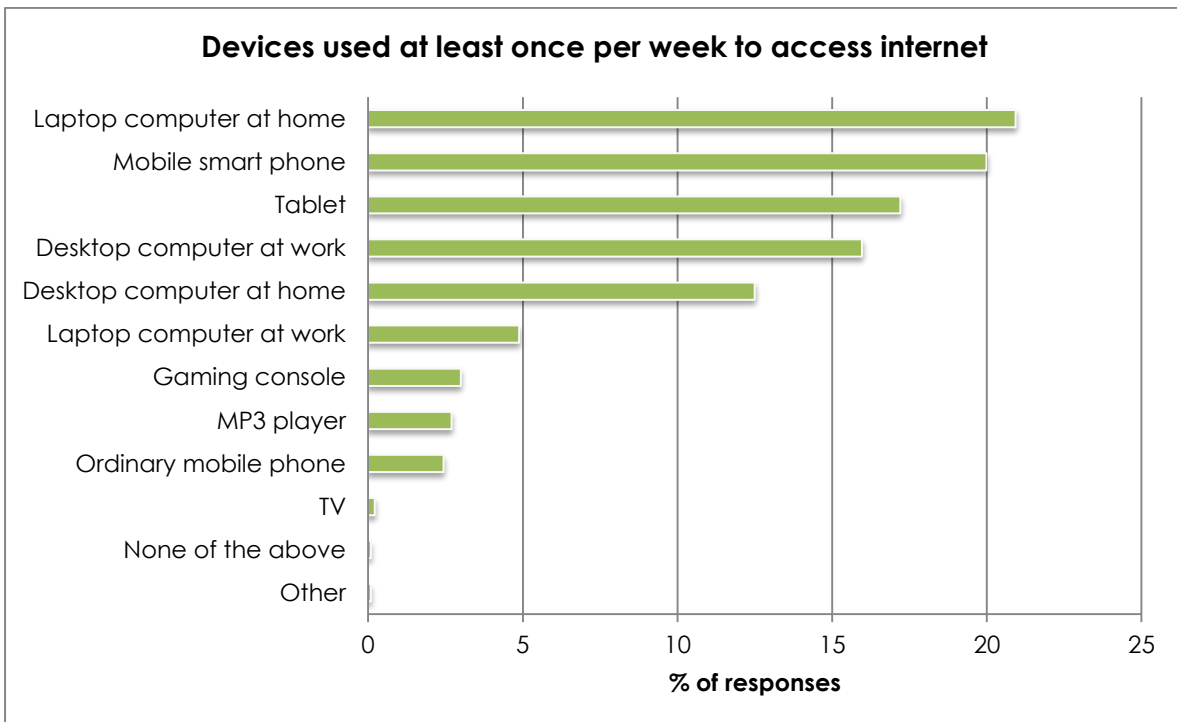


Figure 6

Respondents were then asked how concerned they were with regard to being exposed to inappropriate, malicious or offensive content online. (Content may be online bullying, harmful comments, statements that have caused offence, pornographic or violent material.)

46% of respondents indicated that they were either 'very concerned' (20%) or 'concerned' (26%) to being so exposed (Figure 7). A further one in three were 'not particularly concerned' with 20% 'not concerned at all'.

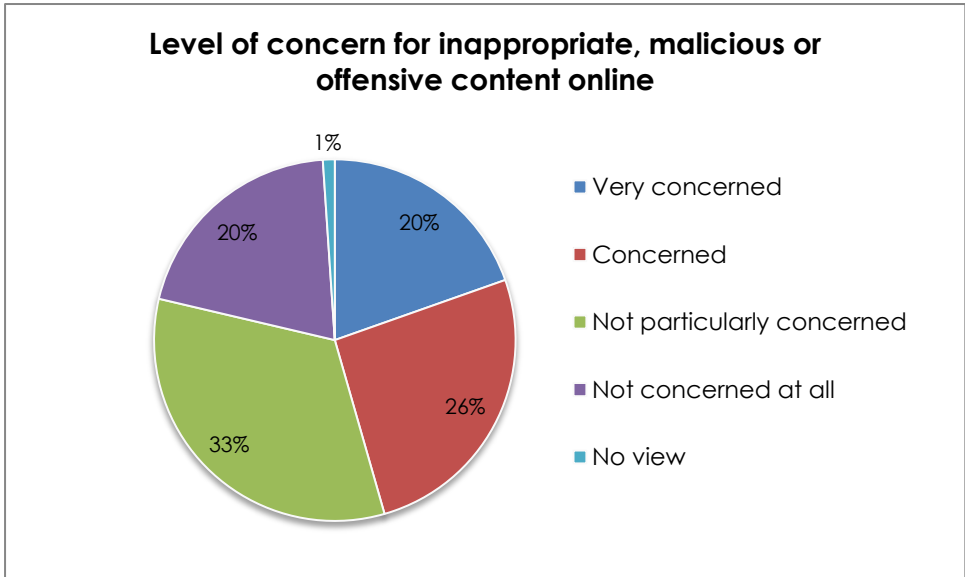


Figure 7

An analysis by age group revealed that while similar percentages were recorded in the 30 to 49 and the 50 and over age groups, the least concerned were under 30 (16 to 29 age group) (Figure 8).

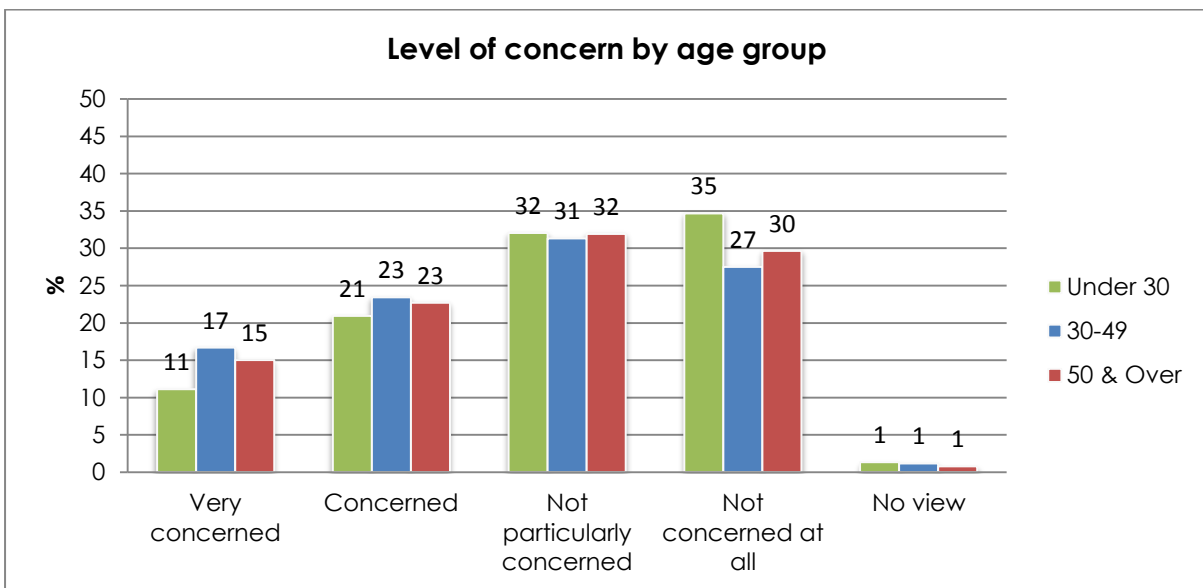


Figure 8

Respondents were then invited to make any further comments if they so wished with regard to this question and the following **unedited** comments have been broken down into the three age groups.

Under 30 (16 to 29) Age Group

- Ask.fm
- Ask.fm always get bullying going on there.
- I am not at all concerned about the content I am exposed to however I am deeply concerned about the content others are being exposed to, many of them far younger and more impressionable than I am.
- I don't get offended by much, unless it's 100% personal
- I feel that when people are on the internet they can express their views without kindness or purpose. Perhaps it's best to ignore it all together?
- I find this kind of thing everyday (offensive/inappropriate content) and if I can come across it so easily, then kids can do so as well. I have also spoken to many under 18s who have a 'dirty mind' from the age of about ten. Many of these cases are due to them looking at pornographic content.
- I know how to block and/or report inappropriate/ offensive/ illegal content online, so it is not something that I am particularly concerned with.
- If I felt something would offend me, I would avoid looking at it.
- If I was that worried to being exposed to any of the above, I wouldn't use the internet which is essentially a very difficult environment to regulate. It's a no brainer really. People should be able to express themselves freely within the law online, so if I was extremely sensitive, I might not look at certain sites.
- I'm a 16 year old and to see naked or even abusive things online (usually Facebook) absolutely disgusts me and there is no way for me to do anything but report it! It shouldn't be there in the first place!
- I'm a big boy, I can deal with it
- I'm concerned, but it's the internet. Nothing can stop it from happening as the internet is too vast a place to completely moderate.
- I'm more concerned for teenagers and young people of jersey as they are at a vulnerable age and exploring
- I'm responsible and knowledgeable enough to avoid anything I don't want to be exposed to, as well as being fairly nonchalant and not very easily offended. I am not so stupid as to let bullying get to me. Someone says mean words to you? Close the tab.
- Not particularly concerned but it's not exactly nice
- Nothing one hasn't seen before at some point on 4chan.
- Nothing online will offend me. If I don't want to see something I won't search for it or click on it
- Online bullying in every form is completely out of hand!
- Only a problem if you involved yourself
- Personally I do not expose myself to anything I am not comfortable with online
- Rather than stopping people from being bullied, why aren't we teaching others not to bully?
- See it on the odd occasion but nothing really bad.

- The internet is a public free place, if people are offended by certain material they can go to another page or turn off their computer, simple.
- You have a choice of who to speak to and what to go on.

30 to 49 Age Group

- a long as you educate your children it isn't a problem but as a responsible parent you should have concerns
- Any good blocking software provides adequate protection. Interference by the States is not needed
- As an adult is easier to avoid. If I had children I would be concerned about them being on line
- As explained not concerned, but concerned about privacy
- But I am concerned for my children
- But I am concerned that my children are exposed to the above.
- Concerned about bullying, but can make a judgement myself on other harmful content
- Concerned for my children rather than myself
- Concerned that Mums in Jersey is often offensive and slanderous distressing vulnerable mothers and professionals. Facebook and twitter distresses vulnerable teenagers
- Facebook walls of young people are becoming filled with extreme violent content and violent sexual content.
- Get a mac... It's up to parents to educate themselves, understand the technology there children are using and take what ever steps to limit of bloke unsuitable content via there router or devices the child uses.
- I am also concerned about violence on TV and in children's programmes
- I am careful about my online footprint, and make sure that my privacy settings are secure and checked regularly.
- I am concerned about trolls ruining the internet with their excessive attacks on people, but not so concerned about porn
- I am not at all concerned on behalf of myself but I an concerned about younger people being bullied online and I am aware of several local women harassed online and a deputy who uses online account to also bully others online.
- I am not concerned about being exposed to any of the above if you mean I may see or read such stuff providing in the case of porn it is not illegal dodgy stuff. I am concerned about people who read stuff about themselves that is harmful/bullying and concerned people are getting away with it.
- I am not concerned for myself but it does concern me in principle for vulnerable people
- I do not wish to see a censored internet, it is for me to decide what I do and do not wish to view.
- I feel children have no protection and very vulnerable.
- I hate being bullied on line, I sometimes lose confidence and break into tires and panic
- I have no kids but when I do my worries will raise considerably. I don't worry about myself or my wife.

- I know where not to go and I overview what my child has access to. I also report such if I see it in an incorrect place. E.g. Facebook
- I remind myself and others that ultimately I have control over the people I connect with - I can delete comments and people who behave in ways that I don't like - it's pretty simple!
- I would never want to see offensive material but my gilts seem to be good, it never appears
- If I feel concerned I can always change the settings so I am not exposed. I do not believe nor agree in any form of censorship.
- If you have the right knowledge and protection problem solved
- I'm a grown man and understand what the internet is and what you are exposed to by going on there.
- In relation to my children
- It is too easy for children to miss access websites even with controls on.
- It's the ease with which malicious or inappropriate sites can be accessed which may contain criminal images that you did not seek to find.
- Jersey's Blogs are the most insulting to people in the British Isles.
- Media hype
- More concerned re kids accessing or being bullied
- More so for my young vulnerable daughter than I ... But Identity theft and harassing comments on social networks worry me too... but so far this has not affected me.
- More worried about my kids being exposed to it
- My concerns are in regard to the online abuse received from time to time by both my teenage daughters.
- My own exposure doesn't concern me, but I have concerns over my son's exposure
- No one in jersey gives a monkey
- Not concerned for self, but am for children
- Not particularly impressed with members of states personnel or members of the public villifying vulnerable Islanders. On a number of occasions I see this and find it offensive, I find it particularly offensive the discrimination toward local people at times too.
- Old enough to ignore, just not happy that certain people can access some of my data
- Only on blogs from local people who consider themselves above the law.
- People can put false malicious comments on line and there is no where to turn for help the police are not interested having been thru it can cause a lot of stress
- That said, it is bullying and harassment in general, not merely online bullying which have to be outlawed. I believe legislating in the area of electronic communication would only cover a specific area of the issue(s) of bullying and harassment which is/are on in the increase in Jersey.
- These things are easy to ignore or reject. Given the right security software see very little of it.
- This is just another excuse for government and bureaucrat to grab more power, cover their backsides and avoid the flack hidden behind a false decade of pretending to be concerned about cyber bullying.
- Very on some of the categories, none on others ... It's a badly worded question!

- We should put our attention on creating positive things to put online and seek to understand those who are driven by circumstances to say things that we don't always agree with.
- You need to do something about States Member's blogs and the Jersey evening propaganda website.

50 and Over Age Group

- Particularly from those setting up fake profiles or presenting themselves under various guises.
- Also concerned about the increasing number of scam phone calls from people with Indian or similar accents.
- Appropriate pop-up / anti spyware software and settings on browser make this unlikely. Any spam is reported.
- At 74 y/o, I feel I live in the real world, and can look after myself, i.e. I don't need nannying, thank you very much
- At my age you would just ignore or leave the service or page.
- cyber bullying in chat rooms is so common
- Film clips (often extremely violent) appear randomly on screen whilst reading normal, general news & sport websites!
- I am careful which sites I visit and stop reading comments when they become abusive etc. (Life's too short to encourage ill-informed, narrow-minded and abusive debate)
- I am concerned about this, but I do manage to block most of it.
- I am selective when using search engines and make very little use of social networks, I do not like adverts for medication etc. by email but I delete them unread.
- I delete and ignore things I don't like.
- I do not like children being bullied or older people no need for such things
- I don't come across it when I'm researching things or on Facebook
- I don't do social networking online
- I know of young people who have been subject to harassment on YouTube and Facebook
- I worry about the effect's it has on teenagers mainly. Especially because they feel the need to be seen to be older. It leaves them vulnerable to manipulation
- I worry about the kids of today, getting bullied on line
- If I see something offensive, I turn it off.
- I'm concerned for young people but not for myself
- I'm not offended easily
- It all depends on the online content. Malicious and potentially reputation damaging lies could be a cause of great concern, as the information (albeit inaccurate) can be accessed globally. Offensive statements may be no worse than aerated exchanges down at the pub.
- It is not something I come across.
- Managed for 65 years
- More concerned on behalf of my children than for myself

- Most of this trash comes from the user visiting inappropriate websites themselves in the first place!
- My concern is with comments in JEP
- My concern relates particularly to young impressionable internet users, although malicious, offensive content can hurt anyone
- Nobody is forced to look at anything via any media. You can use Parental Controls, search filters, and common sense to avoid stuff that might insult your sensibilities. I would include in that category political opinions you strongly disagree with.
- Not experienced this personally but, aware that it happens with serious consequences
- Old enough to ignore it or complain...
- Personally, I am robust enough to deal with this but regret the fact that such an incredible resource as the www is being used for this purpose.
- Should be able to report inappropriate material
- Spam can be a nuisance
- Take it all with a pinch of salt. If you are young, opinionated and put anything and everything on to the web, you have to expect repercussions.
- The fact that the comments can be completely anonymous
- Too many wrong people looking in at Facebook.
- We are smart enough to filter out idiot mails ourselves
- You always have the option to report or block, or not to visit offending page.
- You protect yourself with best possible software

Nearly three out of four respondents (72%) stated that they were 'very aware' (28%) or 'aware' (44%) of the actions that they could take with regard to blocking, getting help, or reporting offensive online content (Figure 9).

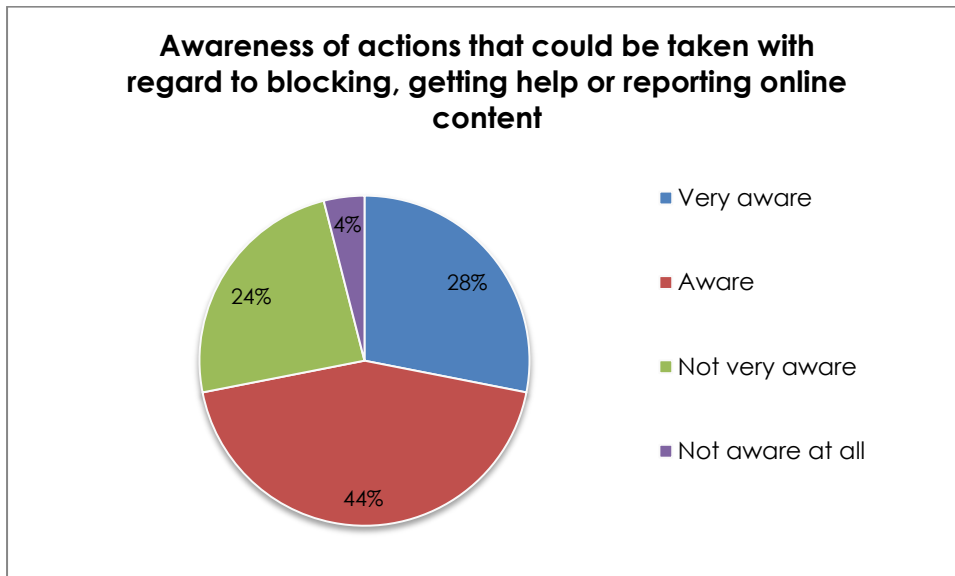


Figure 9

A very similar percentage (71%) indicated that they were 'very confident' (28%) or 'confident' (43%) to knowing what to do with regard to malicious or offensive content if they came across it online (Figure 10).

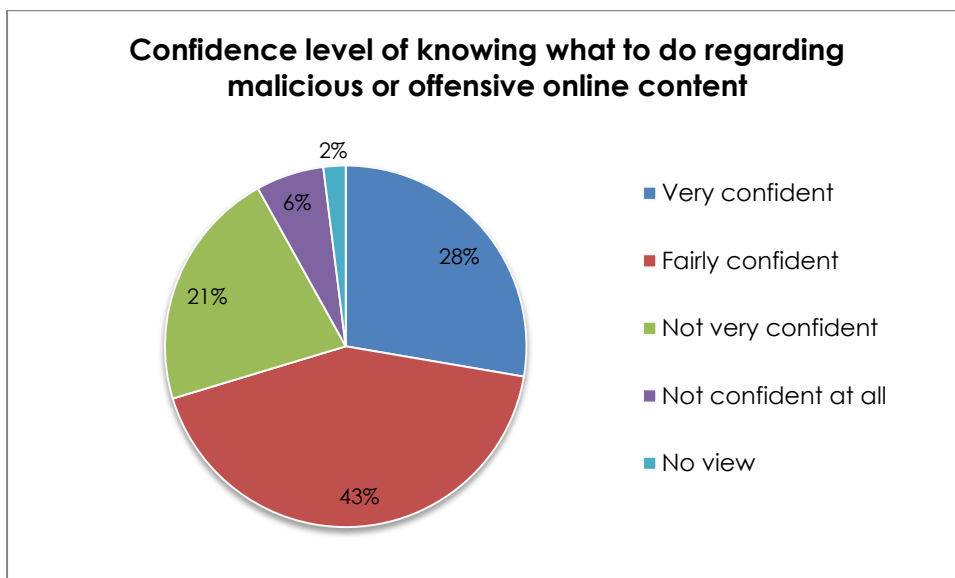


Figure 10

It should be stressed that one in four respondents were 'not very confident' (21%) or 'not confident at all' (6%) as to what to do with regard to malicious or offensive online content.

There was a very even spread of responses with regard to the actions that would be taken if respondents came across malicious, offensive or inappropriate material online (Figure 11). 34% stated that they would 'ignore the content', 21% would 'report the content', and a further 27% would 'block the content'. 18% said that it would 'depend on the type of content' posted as to the subsequent action that they would take.

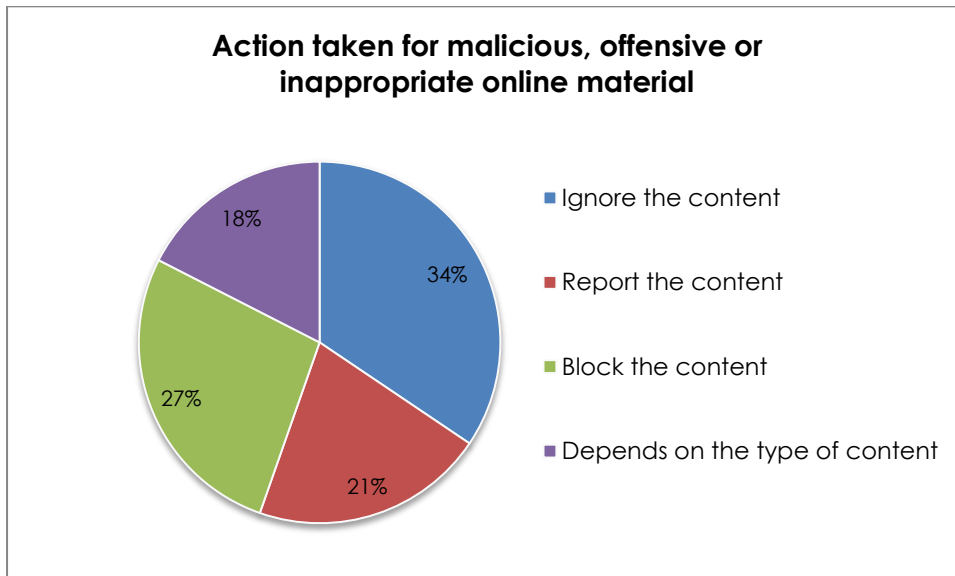


Figure 11

Figure 12 sets out the actions that would be taken by age group. There was not too dissimilar a response between each of the age groups as to the actions that would be taken.

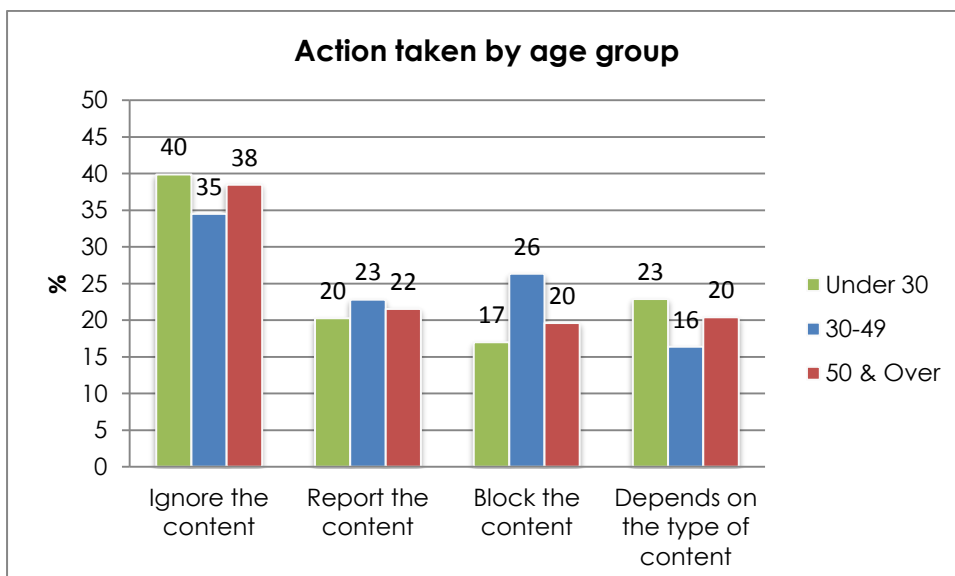


Figure 12

Respondents answering that it would depend on the type of content as to the actions that they would take were invited to specify what type of content would prompt them to report or block it. The following unedited responses were received. Again, these have been analysed by the three age groups.

Under 30 (16 to 29) Age Group

- Abuse, animal harm.
- Any content that is actually illegal.
- Anything that targets a specific person or is illegal.
- Anything to do with child abuse with the exception of reporting on it, anything to do with hurting animals. Any footage of images of people being murdered. It's difficult to come across this content as I don't go looking for it but it can occasionally pop up on Facebook, in that case I would block it.
- Anything violent, harassing, inappropriate, offensive, etc.
- Brutality, abuse,
- Drug use, Pornography, Graphic Violence and Bullying. Although, Facebook.com is very poor with dealing with certain material deemed "inappropriate" content.
- I would report/block extremely offensive behaviour aimed at a person - bullying, sexual harassment etc.
- If I came across malicious, offensive or inappropriate material online I would both report and block it. (The above options did not give the choice to select both).
- If i saw it as malicious towards somebody i would consider as vulnerable. Normally if it was towards me i would take no action as i am not easily offended.
- If it effects me in any way, or any person i know, or inappropriate for that website.
- If it is particularly harmful or offensive I will Block and in some instances report it.
- If it is personally attacking myself or an individual for no reason. Petty online arguments are none of my concern.
- If it was threatening then i would report it, if it was stuff like annoying advertisement then i would block it.
- If it's on a private message to me then I'd ignore it or maybe retaliate. But if it's on something that everyone can see then I'd try to block it or report it.
- If it's something that everyone is going to find offensive id probably want it down, but I'd guess there'd have already been thousands of online complainers that would have already reported it anyway.
- If malicious or abusive, then I would be likely to report. If something like pornographic or something then I would ignore it.
- Ignore petty comments if there was seriously malicious material I would do something about it
- Illegal disgusting stuff gets reported. Legal disgusting stuff cannot be unseen but that's the INTERNET for you.
- In regards to things which may trigger me, I'll block the words related to it (on Tumblr), other stuff I'll just ignore it.
- It depends whether I know a person enough to object to comments.
- Offensive behaviour or language aimed at me or someone close to me.

- One must be realistic. Some content is inappropriate yet in keeping with its location/source. If I were to find hard core pornography on Facebook for example, it goes without saying that I would report it immediately.
- Pornographic material on sites where it is prohibited such as Facebook.
- Posts from people claiming the internet is dangerous because their children lack the common sense to press the block button.
- Racism or blatant bullying would be reported, but I wouldn't report something just because I don't like it.
- Scams, abuse.
- Something breaking the law or particularly damaging to the person it's directed at.
- Spam.
- Unethical.
- Very little. The internet is a place for free exchange of information. Information shouldn't be required to be removed because someone takes offense. The internet is a big place - if someone offends you in one place, go somewhere else.
- Violent videos causing harm to other people.
- Would only report illegal material. Would not report necessarily report malicious, offensive or inappropriate content.

30 to 49 Age Group

- It depends on the type of content, the question is the answer? Whatever offends me, as said, it depends on the type of content and how I feel if I come across it.
- Abusive, mental and physical, sexual, etc.
- ANY FORM OF ABUSE.
- Anything concerning people being submitted against their will and apologies of crimes would make me take action.
- Anything involving children.
- Anything involving inappropriate images of minors, animals, or anything gratuitously violent, or of a sexually explicit nature.
- Anything pornographic, threatening or disturbing.
- At work would report, at home would ignore - no-one to report it to! Unless it was demonstrably illegal and dangerous, in which case I'd report it to the police.
- Bigoted comments and particular witch hunts.
- Bullying or hate language.
- Bullying or sexual abuse.
- Bullying sexually abusive homophobic racist...
- Bullying, I may report it but I usually take my own actions and reprimand the bully myself as I am articulate and unafraid of "trolls". I would inform the Police of something like child pornography, but I have never come across it.
- Bullying, language offensive pics etc.

- Child or of a serious Security nature.
- Content I deem to be offensive, malicious or to the detriment of a friend or colleague.
- Contents relating to child abuse.
- Depictions of sexual acts or inappropriate comments on sites where children also have access and of course anything that involves indecent photographs/videos of children.
- Facebook - report email – ignore.
- i don't usually come across this type of content so this question is not relevant to me.
- I have never come across anything as listed in q.5, so have not had to take action, I would probably report the content.
- I would block unknown persons trying to add me to friends' lists on social platforms. I would report Phishing and scams etc. Generally I ignore content of poor taste.
- I would either ignore or report.
- I would report it if it was illegal, otherwise the internet is about the freedom of expression, I would just not go to that site again.
- If I felt it would be harmful for other people/young people to view it - or if it conflicted with my own attitudes and beliefs.
- If images of rape/aggression towards people or child pornography.
- If it involved children or an attempt to defraud you.
- If it is an area that is acceptable by children, or illegal, I would report in order to have it removed. If just 'not my type of thing' then I would block.
- If it was connected to a child and the child may be at risk I would report it. If I felt the content was a direct threat to me or another person who I believed could be actioned upon I would report it.
- If it was illegal I would report it or if it could cause someone harm.
- If it was illegally pornographic, I would report.
- If it was people's comments on Facebook on a public page I'd probably ignore, if it was photos etc. I'd block or report, if it was email I'd delete without opening.
- If you don't like it log off.
- Ignore generally malicious content, block content which directly attacks someone.
- Report If I was worried in anyway that comments were harmful to my children or my family.
- Illegal behaviour or intent - I would report to police & have done so.
- Illegal content would require me to report it - although i would (i guess) have to be looking for it first!
- Illegal material.
- Inappropriate sexual, violent, bigoted or libellous comment.
- It typically depends on whether it is aimed at one person or a small group of people or whether it is nonspecific and Therefore should be ignored.
- Offensive content.
- Phishing attempts would be reported.
- report / block or ignore based on the type of content.

- Trying to get hold of bank details or password through fake emails, I would report to the bank.
- Unlawful content or offensive remarks that were directly aimed at me.
- Violence towards anyone, anything inappropriate regarding kids.
- Would report illegal or immoral content appropriately, depends on severity.

50 and Over Age Group

- A fabrication implying criminal behaviour is one example.
- Acts against children.
- Advertising.
- All efforts to obtain personal and private information with a view to financial gain.
- Any thing that would offend me.
- Anything that could be harmful to a young internet user, or something that could deeply distress someone which insults their culture, race or religion, something aimed at a named person.
- Blogging sites do not have much in the way of mechanisms for reporting abuse, or much of a track record in removing postings. On the whole, I would probably ignore personal insults, but anything which gave private information not available online should be subject to Data Protection.
- Child abuse or threats of violence.
- Child porn.
- Child sex or bullying.
- Children, animals ,violence or offensive personal remarks.
- Content likely to be accessed by young users.
- Cruelty/violence/sexual content/children animals.
- I always forward phishing emails to the bank they appear to have come from so they can investigate - if a site looks dodgy then I close it and do not use it again.
- I do not know how to report or block it I would probably report it to the Police.
- I report illegal content - racism, threats of violence – etc. to the police. Bullying content I report to the site owner or admin.
- I report racist/homophobic threatening content but ignore the rest.
- I would report any illegal activity. Based on experience, I would not bother to report offensive and bullying content on social media aimed at me because I know the protagonists are looking for that kind of reaction and get a buzz from it. So-called citizens' media bloggers set themselves up as judge and jury and do not look at facts or evidence. They cannot be reasoned with and do not respond to requests to remove incorrect and damaging material.
- If I see anything violent or abusive I would report it.
- If it is already deemed illegal I would report it.
- If it was specific to an individual or targeted vulnerable people.
- If it were deemed in appropriate by myself.
- Illegal or harmful content.

- It depends on what I saw and how it affected me.
- I've reported what looked like 'snuff' photos to Flickr before (dealt with promptly). I'd report if I thought someone (adult, child or even an animal) was being abused or harmed in any way.
- Malicious or (possible) criminal content to be reported. Inappropriate can be blocked or ignored depending on the scale etc.
- Malware, etc., I use appropriate software. Excessive or graphic violence I block and/or report. Adult themed material, so long as it is legal, doesn't bother me, so long as it is non-violent.
- Normally a combination of the above (block / report)
- Personal.
- Scams are reported; inappropriate would be blocked. Spam is blocked.
- What your survey questions does not cover is that an offensive content about you personally is scattered either to others or placed on forums where the moderator(s) have little or no idea to what a comment may pertain.

With regard to experiencing various issues occurring online during the last twelve months, respondents were asked to stipulate all that they had had to deal with. Unsolicited emails were the greatest issue followed by online fraud attempts and virus security threats (Figure 13).

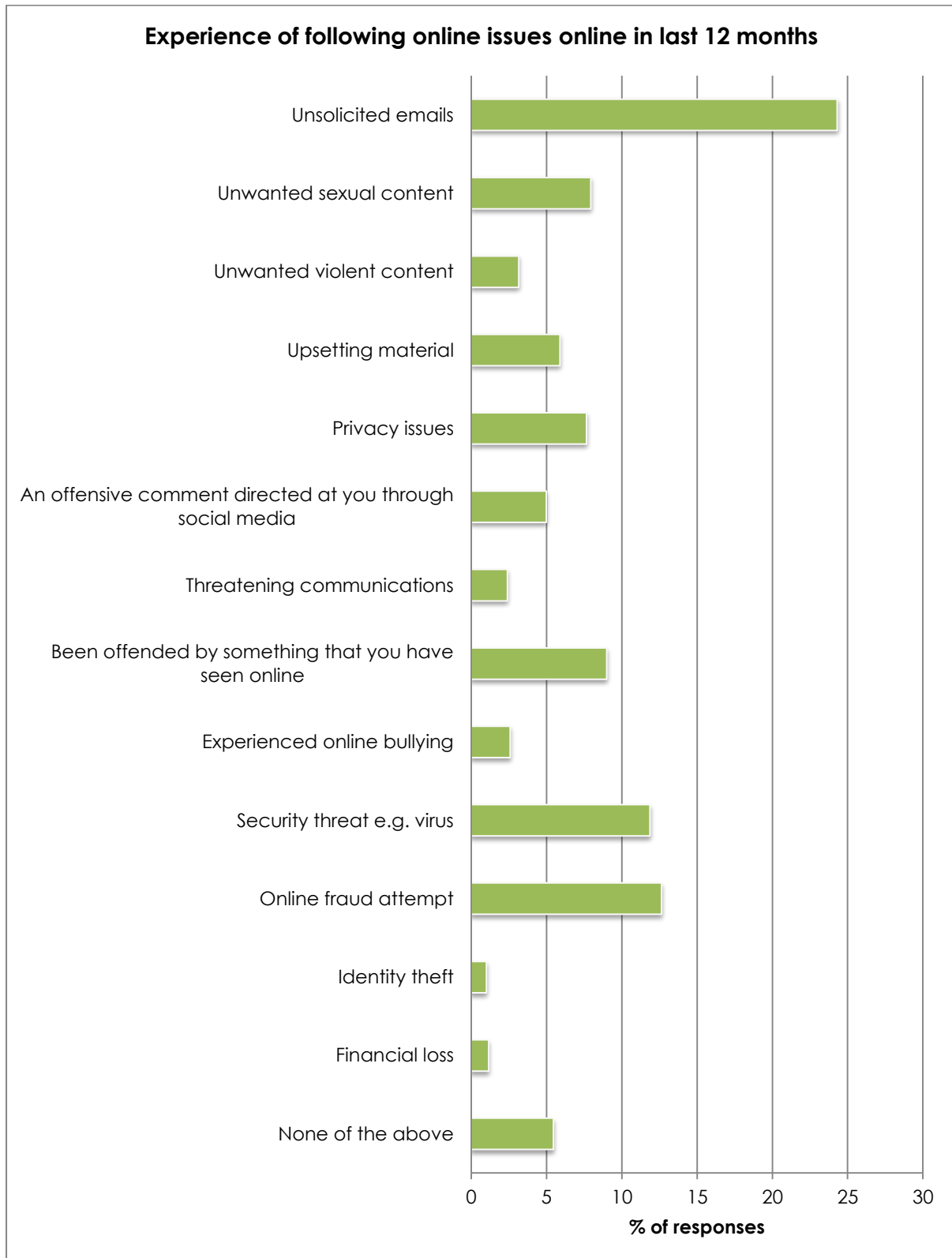


Figure 13

Again when the responses were analysed by age group, a similar percentage response was recorded in each of the age groups (Figure 14).

It should be noted that in the 50 and over age group, there was a slightly greater preponderance of online fraud attempts and unsolicited emails recorded.

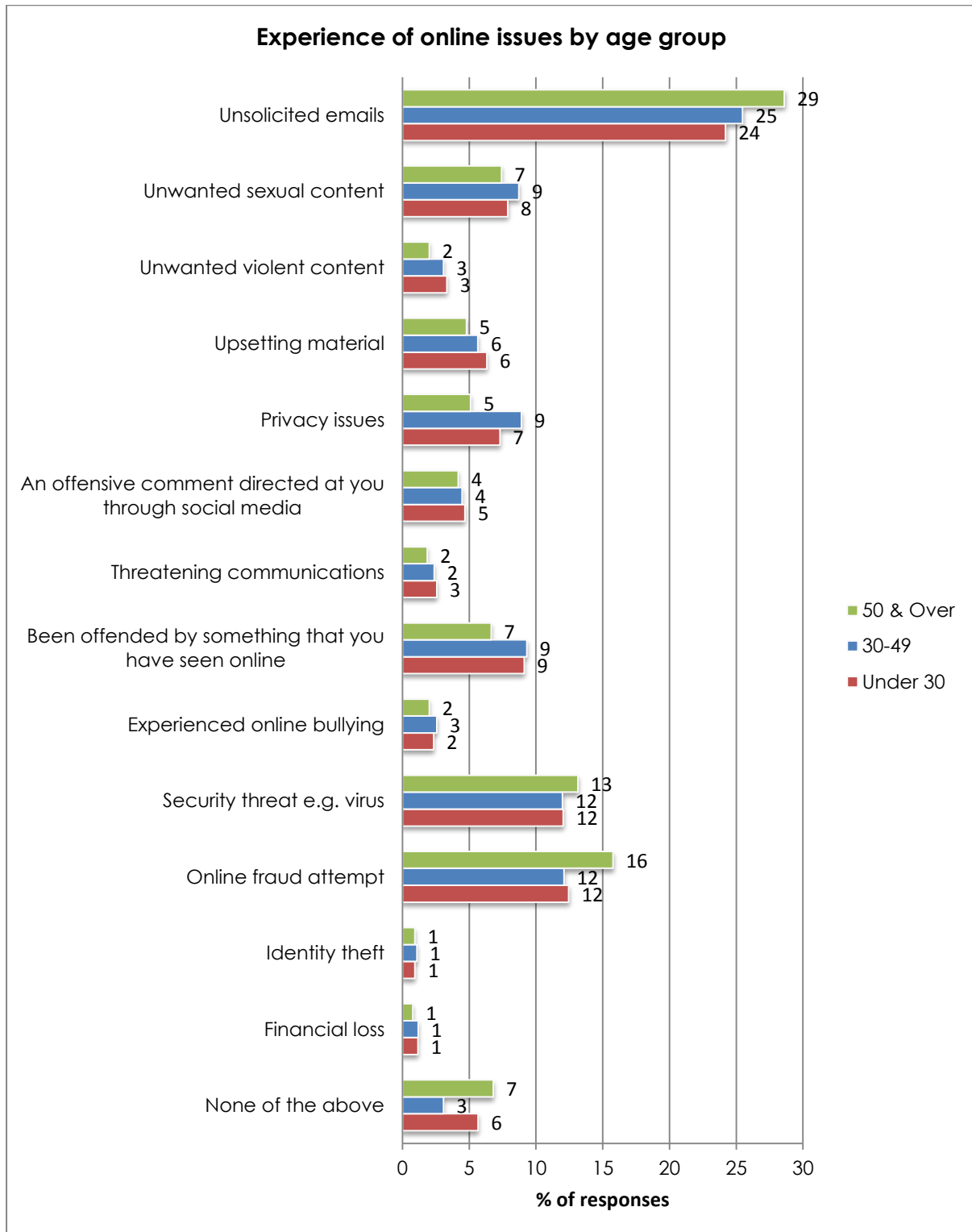


Figure 14

Only half of the respondents indicated that they had taken action against such online activity (Figure 15).

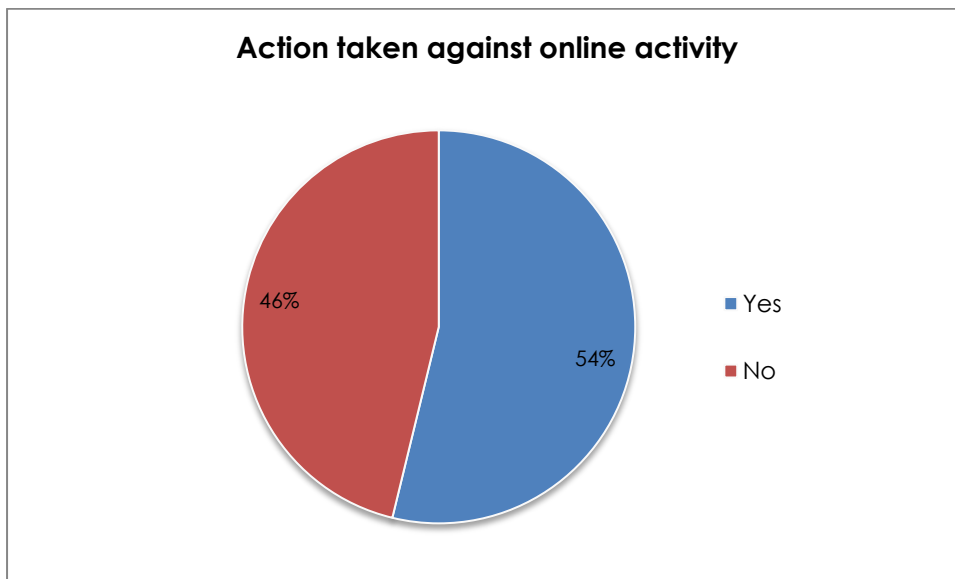


Figure 15

Respondents, who did indicate that they had taken some action, were then invited to stipulate what actions had been pursued. The following unedited comments were recorded.

Under 30 (16 to 29) Age Group

- Bank details stolen, money taken out of account etc., had to phone bank to get the money back etc.
- Bank phoned me.
- Block all email addresses that I receive spam mail from.
- Blocked and reported it.
- blocked emails or added to spam filter.
- Blocked it and got my email removed from websites I never signed up to. I resent websites passing on my email address to spammers.
- blocked or reported the content.
- blocked people.
- Blocked sender.
- Blocked the material/sender.
- blocked/ reported.
- Blocking e-mails, reporting phishing scams to Hotmail, hiding content on Facebook
- Called the police.
- Changed privacy settings, attempted to remove myself from mailing lists that may be distributing my details. Parental controls have always been enabled but sexual content still finds a way in on other devices that I do not have admin rights to.
- Closed down accounts. Reported content.

- Complained through the necessary channels.
- Contacted the police.
- Contacted the website involved to ask for the content to be removed, they refused.
- Deleted unwanted emails opted out of some email lists that may have been responsible. As for offensive comment - did nothing, didn't bother me.
- Followed procedure on Facebook.
- Forwarded an email from a bank I don't use (asking for details on accounts I don't have) to a security feature set up by my actual bank to look at.
- I blocked a person for taking one of my photos and drawing offensive pictures over it. Didn't report them cause they didn't mean for it to cause harm, it was a private joke gone too far.
- I contacted the website to report the issue.
- I failed to care about it.
- I reported and blocked the offensive material and reported and deleted the fraud attempt (which came in an email)
- I reported the group to Facebook
- Ignore report, deal with it, and learn.
- Ignored them, offended them back, called the bank
- Just ignored it
- Lost just under Â£50 through PayPal when i logged into what looked like an authentic site. However, i contacted the people that i'd 'sent' it to who had no idea what had happened and refunded my money.
- Never went on the offensive webpage again and reported it. Used my antivirus software to deal with it.
- Phoned my bank
- Pointed out how mental religion is as a concept.
- Removed myself from the mailing list and reported the material.
- Removed ransom ware installed by application on PC.
- Report spam emails.
- Reported a few things, but like I mentioned before, things like sexual or violent material shouldn't be coming up on a under 18s account! My privacy is the most secure it can get and apart from blocking and reporting (after I have seen it!) there is nothing I can do! It's a disgrace.
- Reported and blocked.
- Reported and blocked content/user.
- Reported in Facebook.
- Reported it.
- reported it on Facebook.
- reported it to the correct website.
- Reported it.
- Reported the content.

- Spoke to the person directly who sent threatening comments via social media. Blocked them and threatened police involvement when it still continued.
- Too much has happened, but I usually block the person/content, remove viruses as soon as I spot them, ignore spam looking e-mails etc.
- Unsolicited emails - marked as spam and deleted Upsetting/offensive material - accepted that morons will always be morons and left the page(s) Virus- Antivirus.
- Unsubscribe.
- Upgraded anti-virus and firewall. Marked unsolicited emails as spam.
- Video of animal cruelty I reported on Facebook as well as certain hate groups. Fraud / Spam emails were labelled as junk and reported.

30 to 49 Age Group

- Actioned virus, deleted account.
- All has been via email, so I've added addresses to my junk filter and added rules to email sorting.
- Anti-Virus scanning picked up the Trojan; I was aware that the online fraud attempt was a scam from the offset.
- Appropriate action for the particular event.
- Block and report
- Block sender
- Block them.
- Block/mark as spam.
- Block/report.
- Blocked contacts on Face Time.
- Blocked emails.
- blocked e-mails.
- Blocked person from Facebook so I don't see their posts anymore.
- Blocked sender.
- Blocked senders.
- Blocked spam emails, removed a virus off my wife's laptop.
- Blocked the email.
- Blocked the email addresses and updated my antivirus software and ran a full system virus scan.
- Blocked the email sender, deleted the email. Spoke in-person to the person who posted offensive comments on Facebook.
- blocked the person who wrote it.
- Blocked the unauthorised access as well as researching more on internet fraud activities.
- Blocked the user from seeing my content.
- Blocked users

- Blocked users, reported content.
- Blocked via e-mail.
- Blocked, reported and then deleted Facebook person.
- Blocked/updated spam settings.
- Blocking content.
- Called the police for advice and to advise them of scams in the Island.
- Change passwords often.
- Changed all my details e.g. new passwords etc.
- Changed Facebook privacy features, reported as spam all the emails and blocked the users.
- Changed personal settings on profile. Used antivirus software to resolve virus issue.
- Cleaned my system more often and made other people aware of the content of emails that were unsolicited - deleted unsuitable content and individuals who offered sexual services!
- Clicked on block sender for spam emails.
- Contacted bank re fraud attempt. Make sure spam filters up to date.
- contacted individual personally.
- contacted police in one instance.
- contacted police who advised to contact Facebook directly discussed with peers.
- Contacted relevant company.
- Contacted the Police and reported to Facebook
- Contacted the provider and reported.
- Dealt with it directly. Otherwise it's none of your businesses as to how and what I did or did not do.
- Deleted and blocked and filtered. Upgraded security software.
- deleted emails and added pages to blacklists.
- Deleted emails. Unsubscribed from spam lists. Responded to government survey citing free speech as a cornerstone of online services. Do not attempt to provide a 'safe internet' - educate the user instead.
- Deleted the emails, reported and blocked - still keep coming though.
- Deleting cookies, updating AV software, unsubscribing from mailing lists.
- Email to company concerned and went to bank.
- Flagged the emails and reported them.
- For my children, contacted the school.
- For the Unsolicited emails and online fraud attempt, I reported them as 'phishing' attempts to my email service, and forwarded the emails to the companies being spoofed to alert them. For the Privacy issues, I either contacted the individual or company directly, or blocked the threat via Open DNS and browser plugins and settings.
- Forward content to SoJ Police and the supposed sender (i.e. Bank / Company).
- Forwarded email to proper company.

- Gave advice to my daughters about blocking/deleting offenders and having the choice of deleting their accounts on certain social networking sites. Ask.fm is the biggest problem.
- Hard to be specific based on volume of items, however in cases as above they would as a minimum be reported to the site in question - for e.g. scams, etc., typically would make the police aware if appropriate.
- Hard to say, many of these things happen all the time e.g. privacy breaches, spam and attempted fraud - almost a daily occurrence.
- I blocked the sender and reported them as spam sender.
- I blocked the sender of the spam email.
- I called upon my computer geek to sort out the virus I had and he cleared it all up.
- I have reported offensive online pages or blocked spam emails.
- I have seen the police officer but i have been told that they cannot do with that anything
- I left Facebook as I feel that the mining of my personal data (private messages within Facebook) is an invasion of my privacy.
- I password protected access to my home computer in case of theft and I upgraded my software.
- I phoned up the people that can block and tell me were the person was hacking my email account from and they blocked him cause he was threatening me he was going to break my marriage, they told me it was somebody in Mexico who is doing this from a library or cyber bar, I don't know anybody from Mexico, but wondered how they knew a lot of things about me.
- I reported it and then blocked it.
- I reported it as spam and improved my security settings.
- I reported it to the webmaster who had the account removed and blocked the user
- I reported some inappropriate imagery on some social networking sites.
- I saw a comment on Facebook regarding how a 13 year old, was good in bed. I contacted police immediately regarding the page, and they took my issue seriously. I was very impressed with their response.
- I set up a new email account with a new password, emailed all my contacts what had happened, as they had received emails from me which I had not sent.
- I used antivirus.
- I went to the Police and to the Bank - no course of redress.
- I wrote a few extra rules for my email gateway.
- Informed Facebook and they took it off.
- Informed who was in charge of site.
- Installed anti virus software.
- IT Dept. at work sorted out laptop re virus.
- Just ignored the pop-ups and the anti-virus has done his job blocking the virus.
- Like any sensible person, I ignored the freely expressed opinion of someone I disagreed with.
- Mailed Hotmail.

- My email address was hacked so I changed my password to something more difficult using capital and characters.
- My email was hacked so I reported it and updated the security.
- My laptop had a virus so it went to repair shop for cleaning.
- Phishing attempt; reported to bank.
- Photo snapped the message and saved as proof, reported and blocked the person to the sight when comment was directed at me in open groups if people say something in general i feel is offensive i just block them.
- Put them in a junk folder.
- Quarantine and delete suspicious messages. Maintain sensible security processes to avoid creating obvious targets for security breaches.
- Ran virus fix. Blocked emails, reported them as spam through email, function.
- Re looked at my privacy settings and reset on F b
- Remove the virus, block the E-Mails.
- Removed or blocked. Most via Facebook.
- Reported it to the Police.
- Report spammers IP to data centre reported material on Facebook .
- Report unsolicited email at work to IT. Had bank account used following a transaction & was alerted by my bank. Stopped card immediately.
- Reported.
- Reported an item to Facebook regarding an inappropriate video.
- Reported content to provider.
- Reported content/ blocked sites.
- Reported each individual one EBay, PayPal etc.
- Reported emails to service provider.
- Reported it.
- Reported it.
- reported it.
- Reported it to police but weren't really interested.
- Reported it to the appropriate authority in person.
- Reported it to the website.
- Reported or blocked and deleted.
- Reported person and contacted person to tell them I was reporting them.
- Reported phishing attempt.
- Reported security threat (PayPal), reported FB sites/pages & blocked, unsubscribed to unwanted emails, blocked and/or reported offensive or inappropriate FB pages on my children's FB newsfeeds.
- reported spam and viral emails.
- Reported the individual to the provider and also to the States of Jersey.

- reported the site to action against fraud as well as to their ISP provider.
- Reported the suspect scam.
- Reported them through work (which is what the comments were associated with) and these were passed to our legal representatives. No further has been proposed (yet).
- Reported them to the authorities (someone pretending to be from a bank, but their grammar was dreadful and I reported the attempt to the bank).
- Reported to administrator.
- Reported to appropriate bodies.
- Reported to Facebook.
- Reported to police on one matter/other issues sorted myself.
- Reported to relevant company/authority, amended spam filter, ensured that anti-virus is constantly updated.
- Reported to site admin's.
- Reported to website admin in all cases.
- Reported, blocked or ignored and notified others of the spam, scam or offense.
- Reported/Deleted/Blocked - Recorded/Exposed.
- Sent email to junk marked it as phishing scan to internet provider.
- Set up additional security settings.
- Spoke to the appropriate authorities.
- Tried to contact face book no joy then went to police as got very serious won't really interested.
- Tried to unsubscribe from the email list.
- unsubscribe.
- Unsubscribed
- Unsubscribed from their mailing list and marked sender a Junk Sender.
- used an anti virus to clean pc.
- Unsubscribed, sent to SPAM filter.
- Virus software updates.
- Went police reported it but nothing was done Facebook finally took the profile down.
- Went through banks.
- Went to the Police and they did nothing due to gaps in the law. They even knew the culprits.
- You report Blogs to BlogSpot but they do nothing. Certain politicians Blogs are vile.

50 and Over Age Group

- Added Spam filter to Outlook.
- Blocked senders' domain and changed passwords.
- Bank took appropriate action.
- Block.

- Block emails or sender Anti virus programs.
- Block or reported the content, or in the case of an online fraud attempt ignored it.
- Block or set up a filter.
- Block sender.
- Block sender.
- block senders and run virus checkers.
- Block the offensive material. And the bank sorted my financial loss.
- Block them.
- Blocked.
- Blocked the emails and reported as spam. Blocked the person concerned on the social media site.
- Blocked / reported and checked (virus scan).
- Blocked abuser using twitter.
- Blocked and changed passwords.
- Blocked and reported where necessary.
- Blocked emails.
- Blocked further emails.
- Blocked it.
- Blocked offending sites and installed new security software.
- blocked sender.
- Blocked t and reported it to google and you tube.
- Blocked the sender.
- Blocked the sender.
- Blocked the sites.
- Blocked the unsolicited emails. Updated my anti virus software.
- Blocked them.
- Blocked un-wanted e mails. Reported the web site with the malicious content, though nothing could be done at a local level. Had to have an IT expert in to sort out virus issue.
- Blocked unwanted e-mails (e.g. re Viagra!)
- Blocking the site.
- Bloke them.
- Changed e mail.
- changed password.
- Changed settings and passwords Increased spam settings.
- Collated copies of posts on Facebook that were potentially defamatory of third parties, and generally abusive. Cautioned and then banned individual from Facebook page. Prepared blog posting on civility, and the need not to hurl insults. Attempted dialogue with politician by third part intermediary to talk matters over face to face in reasonable manner. They declined.

- Consigned to the junk folder, and blocked sender.
- Contacted security provider.
- Dealt with it on a personal level.
- Delete unread.
- Deleted content, move to junk etc.
- Deleted emails before opening. In fraud case I called my friend to tell her she had been hacked so she could warn others & set herself up with new email etc.
- Deleted the friend whose friend made a comment whom I did not know.
- Deleted unsolicited emails unread and attempted fraud. Unanswered.
- Deleted without opening and block sender.
- Feed block lists.
- For the fraud attempt which was by way of a phone call asking me to disclose online details, I asked for their name and number which caused them to hang up then I phoned the police with their number which was a fake one.
- Forwarded Email to the Bank it is purporting to be.
- Forwarded offensive matter to actual company being imitated.
- Fraud attack reported to police.
- Had it removed..
- I always report unsolicited emails especially those that make claims which could be fraudulent, and send a copy to the police text number given to me.
- I am conversant with the methods of blocking, and use of anti-malware software, and take whichever action is appropriate.
- I blocked the sender - it seemed to work,
- I contacted the appropriate company and changed my password several times.
- I contacted the police and my bank with regard to the online fraud.
- I didn't open the emails, deleted them straight off. I have complained to Facebook regarding offensive content.
- I DM'd the offender but someone had already reported him to the police. He later charged and convicted by his UK force.
- I had my Anti Virus updated.
- I hid the offensive comments on the Facebook page, I could not block them entirely, but only the person posting them and their friends could see them after I hid them from the public. This is not a personal page, but a community page.
- I ignored the e-mails and blocked the site.
- I reported it to police.
- I took legal action against the person making the comment.
- I tried to report it to Facebook but just received a standard email reply. The content is still visible.
- Ignore unsolicited emails and used my anti-virus to quarantine and destroy the virus.
- Increased the "SPAM" setting on my Internet Security program.

- indicated it was a phishing scam or put it in my junk box.
- Informed website of its actions that I deemed to be inappropriate and unsubscribed.
- made hard copies and handed in to police and bank concerned.
- Notified police.
- Notified the bank and the police.
- Passed information to real company.
- Phoned the bank.
- Removed it from my news feed.
- Replied to person with my views e.g. please do not use this language.
- Report – block.
- Report comments to forum admin, but they usually ignore it.
- Reported and blocked it.
- Reported as fraudulent contact/blocked/added to spam.
- Reported ASAP to bank/card supplier. Financial losses were eventually recovered.
- Reported it and asked not to have any more sent.
- Reported it to the company they were trying to look like (TSB was one and PAYPAL another).
- Reported phishing attacks and abusive inappropriate emails to ISP.
- Reported the activity to the appropriate authority.
- Reported the content to the web host, blocked the site or email address involved and notified the Financial crime unit of apparent attempts at phishing or fraud.
- Reported the problems and used blocking measures available.
- Reported the scams/fraud to the relevant companies and blocked e-mails. Also I use an up to date virus blocker.
- Reported the spammer
- Reported them
- Reported to Amazon and the Police.
- Reported to bank to resolve.
- Reported to PAY PAL.
- Reported to provider and bank and with scam to the police.
- Reported to service provider & increased firewall protection.
- Reported to Skype and blocked the messenger.
- Requested email address taken off list.
- Retaliated online.
- Scan for virus, did not open or view unwanted e-mails.
- Security-upgraded.
- Spam emails straight to spam, my anti virus blocked a virus.
- Took legal action, blocked/reported others.

- Unsolicited email that gets through my excellent email provider filter is reported and goes to the Spam box. Two large, well-known retail sites I deal with have been subject to major hacking, leading me to change passwords.
- Unsubscribed from emails. Blocked FB post.
- Unsubscribed from emails.
- Updated antivirus.
- Updated antivirus software.
- Updated virus software.
- Upgraded anti-virus and anti-malware software.
- Usually through e-mail and Facebook just junk offending items.
- Various - contacted Credit Card company. Reported to police. Long list of emails to a certain States department to stop them sending emails that I hadn't asked for and weren't relevant to me (took 18mths to stop!).
- You have two ways to play this depending on how much info you have.

In terms of whether any of the answers to the previous question had had an impact on the way respondents used the Internet, only 5% indicated that it had had an impact, while a further 24% stated that it had had an impact 'to some extent'. However, 71% said that it had had 'no impact at all' (Figure 16).

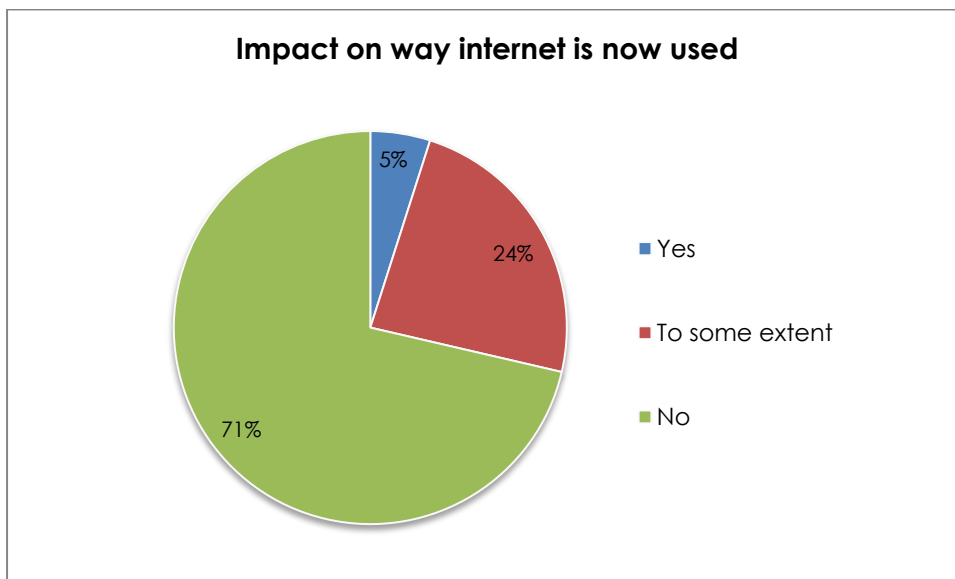


Figure 16

Again, when the above results in Figure 16 were analysed by age group, there was little difference found in responses between each group (Figure 17).

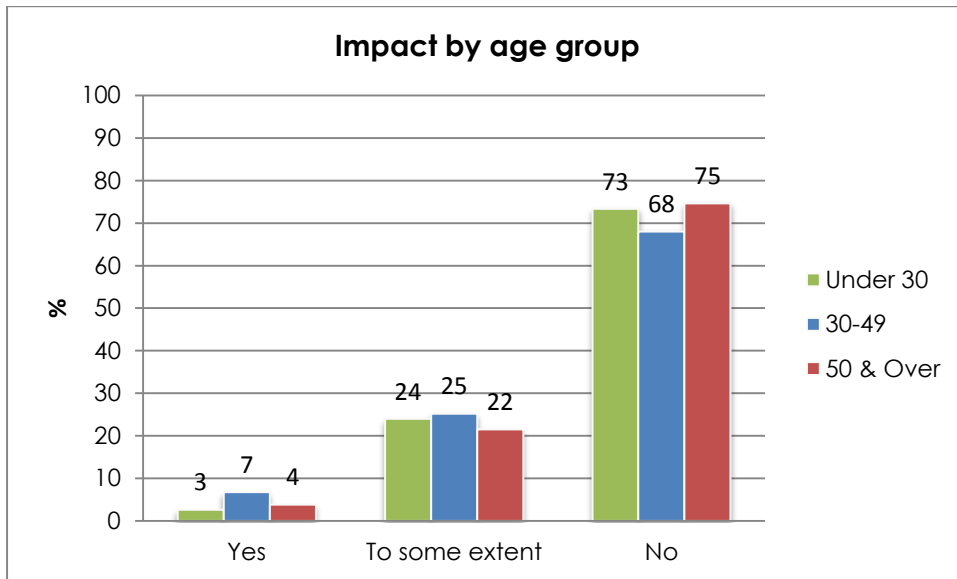


Figure17

Respondents indicating that they had been affected as to how they used the internet in the future were then asked to state what effect it had had. The following are the unedited comments received by age group.

Under 30 (16 to 29) Age Group

- Am careful of what pages I visit.
- Careful what I write and what I see.
- I am less vocal, instead more observant.
- I am more cautious when surfing the internet.
- I am now more cautious about which sites I visit/links I follow.
- I want to be able to use the internet or Facebook safely and use it to share photos and interact with friends, seeing some of the abuse content and sexual content has really scared me!
- If it's something to do with upsetting material, e.g. animal cruelty (as in images used when people campaign against animal cruelty) or just fake videos that involve scary images jumping out, it has made me more cautious about what I click on, e.g. I read comments posted on videos and pictures before I look at them to gauge.
- I'm more careful about the websites I sign up to and their privacy policies.
- I'm more careful about what sites I use.
- I'm paranoid about who can see what, I don't feel comfortable browsing the web/Facebook there's so much porn, violence, hate and bullying!
- I've had to change my e-mail to prevent spam, scams and viruses.
- I've had to install security utilities and change the settings on my browser.
- Just made me more aware.

- Made me sensor myself in what I upload in fear of receiving nasty comments that are not even necessarily related to what I've uploaded in most cases.
- Making sure all content was friends only and deleting cookies. Only using secured websites/Wi-Fi zones.
- More cautious and worry/planning for how my son will use it in the future.
- More cautious with search terms. Careful what I click may have pop ups connected to it etc. careful where my email address gets entered etc. Also slightly inhibits innocent web surfing through fear of where some click may take me, which would leave traces of "hard to explain" content.
- More vigilant over security.
- Realisation that there are plenty of predators and nasty's on the internet.
- Thought I was savvy to what emails i clicked through to/read/used, but now I know I need to be extra vigilant.
- Update and regularly scan computer with anti virus software. Block certain senders of junk.
- Very careful when signing up to newsletters etc.
- What sites I go on or spotting false advertisement.

30 to 49 Age Group

- Advise children to NOT install anything on computer without knowing the source or if anyone calls to ask to install something on computer to NOT DO IT!
- Tried to improve my privacy very selective who I "friend" careful what I put up.
- Being more pragmatic and taking action when I come across these malicious activities.
- By monitoring the use of the internet by my family.
- Careful about sites that are visited.
- Careful of what emails i open.
- Changed filters.
- Changed password on several sites but can now never remember them so get locked out.
- Discourages me from posting comments, liking anything.
- Do not use it as much.
- double check before opening emails.
- ensured i improve my virus protection.
- Extremely cautions of any 'money back offers'. And no longer tick the box.
- Go on to new websites with caution.
- High security on Facebook.
- I always opt out of marketing information so as to avoid wading through copious amounts of nonsense emails.
- i always tend to check things.
- I am careful as regards replying to certain emails & usually just delete.
- I am more careful about giving my email address. I scan for anything dodgy quite regularly.

- I am more cautious about providing personal details online and I am limiting my use of online social networks.
- I am more cautious when looking at sites that are from companies i already use.
- I check internet everyday for abuse against us.
- I had to be careful how and what I posted because they would use it to contact third parties.
- I have blocked users and sites.
- I just have become a bit more savvy about knowing what I need to ignore.
- I left Facebook as I feel that the mining of my personal data (private messages within Facebook) is an invasion of my privacy.
- I regularly virus scan/backup my laptop. Also very aware of banking safety online. I'm now overly cautious. These experiences made me deactivate my FB account.
- I run more scans.
- I take care not to provide my email account to websites with third parties and check subscription to future contact, i.e. mailings, etc. but this can be very difficult to identify on most websites and you information can be shared with other non disclaimed businesses.
- I take more care when searching for things on the internet.
- I try to avoid blog sites where the comments are posted.
- I try to avoid them.
- I try to avoid these blogs.
- I use InPrivate browsing.
- I use very high security levels.
- If asked do I want to download external content I say no. If a website I'm not familiar with is taking a long time to open I exit. I never open pop-ups or ads.
- I'm more careful about what I post and how this could inflame a situation.
- I'm more likely to report offensive behaviour or block other users I find offensive.
- Increased privacy settings and expending junk mail filter.
- It has made me frightened in what i tell people and I am frightened of expressing how I'm feeling to people now online, it's hard if you haven't got anybody that will listen to you, or take you seriously.
- It has made me more wary.
- It has put me off using social media as much as i used to and purchasing items online. I also had all my work documents corrupted by a Trojan
- I've been more careful about giving email address away.
- I've blocked some sites because of some content but am now missing other things that weren't offensive.
- Just more wary of what i receive, read or open.
- Just take more care when answering emails and to who, and when downloading material.
- Make sure anti-virus is running and passwords are not too similar.
- More aware if the strength of passwords.
- More careful about going into websites I don't know.

- More careful about which sites I use.
- More careful who has my info.
- more cautious, changed email addresses, passwords.
- More defensive.
- More security.
- More wary which sites I buy from. Only use PayPal etc.
- Much more careful about giving out email address.
- My daughters choose to keep using Ask.fm so I made it clear to them that with that choice comes responsibility, they need to be able to handle/ignore the anonymous abuse that is given on that site. As a result of their choices to stay on the site, I check their accounts there daily and let them know when I have seen abusive content.
- No impact on me but at a young kid
- Only deal with one company on line.
- Reduced use, minimal use of address book and highest social media security settings.
- Reputation damage and felt very upset about comments that where untrue.
- Reviewed and modified security settings and one of the children came off certain social media.
- Stop looking at certain sites.
- To remain vigilant.
- try and be more anonymous and have a thicker skin.
- Unable to use for a while.
- Unsubscribed from 75% of e-mail mailings where able to do so.
- The offensive comment was mild and a one-off so just one of those things.
- Very weary of what words I put in search engines. V frustrated personal data is collected about me.
- very careful with what sights I look into.
- Very private don't use real name.
- very wary of internet and users.

50 and Over Age Group

- Anti-spyware programmes take up memory, require constant updating and are generally a pain in the neck, wasting valuable user time.
- Any financial or other attempts are 'trashed' right away without being opened.
- Avoid particular blogs.
- Blocked emails from that source.
- Don't open junk.
- Even more cautious about which sites I access or give details to.
- have put in place additional virus packages.

- I add email senders to my spam list and don't read the relevant social media accounts.
- I always try to avoid moving away from the primary site I am reading. I tend not to be tempted into using 'links' anymore.
- I am always careful about emails, etc. and double check sellers and never divulge anything personal on the internet, and work through companies I know I can trust. Make sure computer has safeguard protection and update regularly.
- I am cautious about using certain sites.
- I am more wary about buying things from the internet
- I block e mails from people I don't know.
- I cannot post on certain forums or Facebook pages because of bullying and intimidation directed at me.
- I delete people's names.
- I do not accept friend requests from people I do not know personally.
- I don't use it so much now.
- I don't visit certain web-sites, bogs & groups.
- I filter which websites I access after having a bad experience with malware. I get lots of phishing emails but know how to recognise these usually.
- I have put high privacy I hope but I am untrusting now.
- I never look at the site involved.
- I tend not to put my email address on line.
- I try to be more aware and keep more secure on line.
- I will not use internet or phone banking and slightly apprehensive about buying anything online.
- If I see anything I don't like i get rid of it without viewing it.
- I'm less likely to download thing that I'm unsure of.
- It is just annoying
- It's made me more cautious.
- Just makes you wary of mail received from unexpected sources. Sometimes perfectly legitimate but the bad stuff will sometimes jeopardise things you would be interested in.
- Just more aware.
- Less use x2
- Made me very aware of how some choose use the anonymity afforded online as a medium for inexcusable behaviour (I knew them personally).
- Makes me more aware.
- More cautious.
- More cautious of visiting sites.
- More wary of that particular local politician in particular, more sympathetic to another former politician who had torrents of abuse heaped on him from another former politician.
- Regularly check my security settings on social media.

- Reluctance to interact on forums in particular as views expressed can incite others - usually from those who hide behind profiles (trolls) whose only intent is to create conflict and reaction.
- Scared cautious.
- Very careful as to what information I view. If uncertain I delete it without viewing the content.
- Very wary about what sites I look at.
- You must be careful not to give too much info on yourself online.

Respondents were asked to indicate how frequently they used various online services. Figure 18 sets out the frequency by service available.

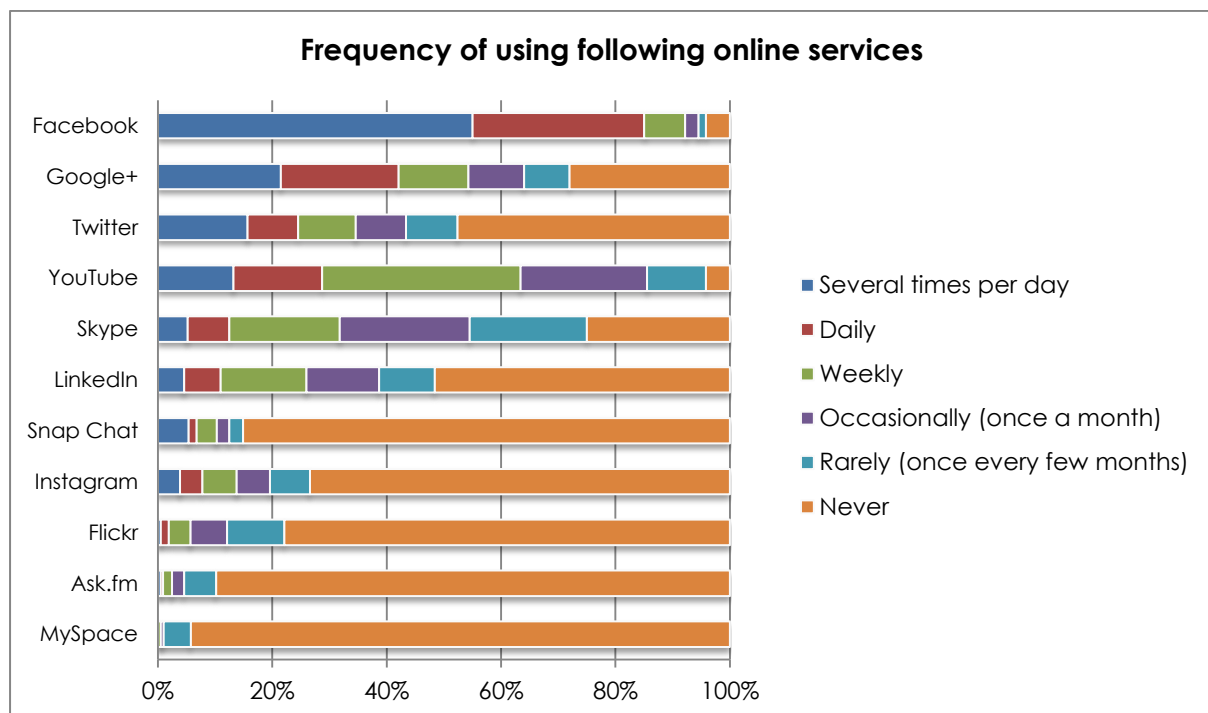


Figure 18

	Several times per day	Daily	Weekly	Occasionally (once a month)	Rarely (once every few months)	Never
MySpace	0%	0%	1%	1%	5%	94%
Ask.fm	1%	0%	2%	2%	6%	90%
Flickr	1%	1%	4%	6%	10%	78%
Instagram	4%	4%	6%	6%	7%	73%
Snap Chat	5%	1%	4%	2%	2%	85%
LinkedIn	5%	6%	15%	13%	10%	52%
Skype	5%	7%	19%	23%	21%	25%
YouTube	13%	16%	35%	22%	10%	4%
Twitter	16%	9%	10%	9%	9%	48%
Google+	22%	21%	12%	10%	8%	28%
Facebook	55%	30%	7%	2%	1%	4%

Figure 19 sets out the frequency of use of various activities online.

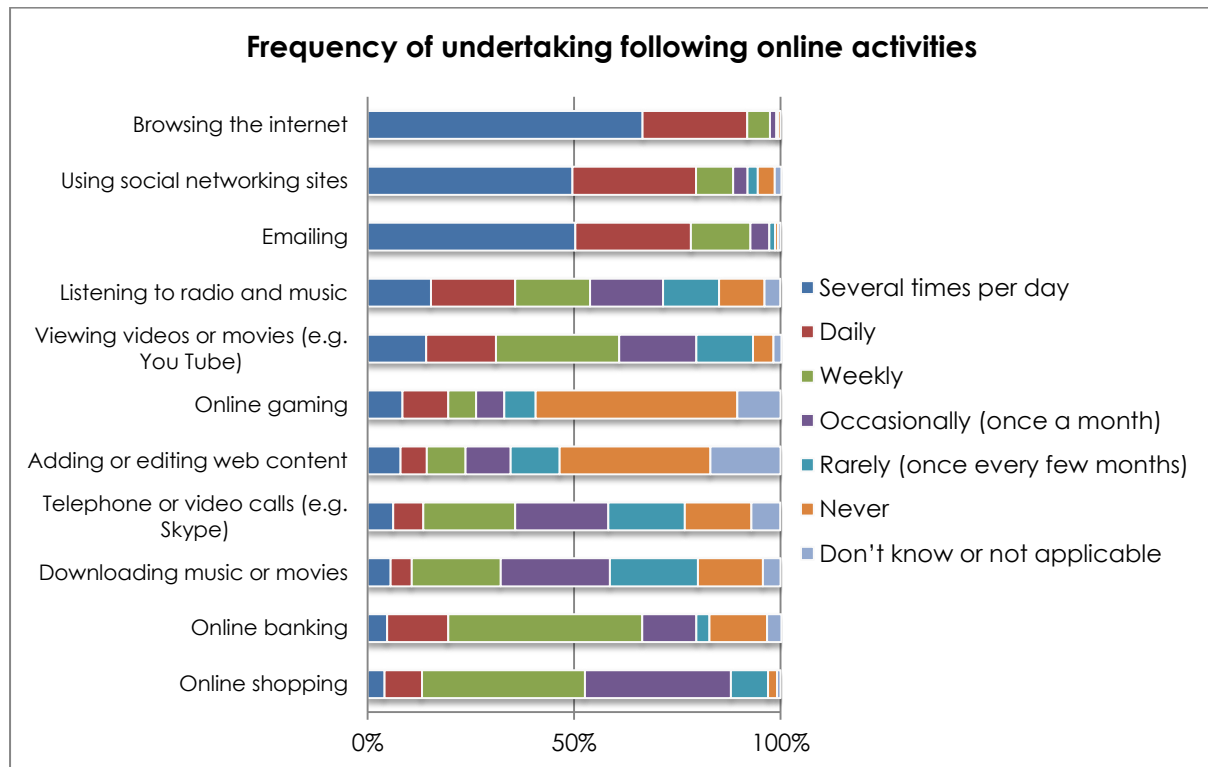


Figure 19

	Several times per day	Daily	Weekly	Occasionally (once a month)	Rarely (once every few months)	Never	Don't know or not applicable
Online shopping	4%	9%	39%	35%	9%	2%	1%
Online banking	5%	15%	47%	13%	3%	14%	4%
Downloading music or movies	6%	5%	22%	27%	21%	16%	4%
Telephone or video calls (e.g. Skype)	6%	7%	22%	23%	19%	16%	7%
Adding or editing web content	8%	6%	9%	11%	12%	37%	17%
Online gaming	8%	11%	7%	7%	8%	49%	11%
Viewing videos or movies (e.g. YouTube)	14%	17%	30%	19%	14%	5%	2%
Listening to radio and music	15%	20%	18%	18%	14%	11%	4%

Emailing	50%	28%	14%	5%	1%	1%	1%
Using social networking sites	50%	30%	9%	4%	3%	4%	2%
Browsing the internet	67%	25%	6%	2%	0%	1%	0%

Three out of four respondents stated that they had not looked for information with regard to how to report offensive or malicious behaviour or content online. Only 17% indicated that they had looked for such information (Figure 20).

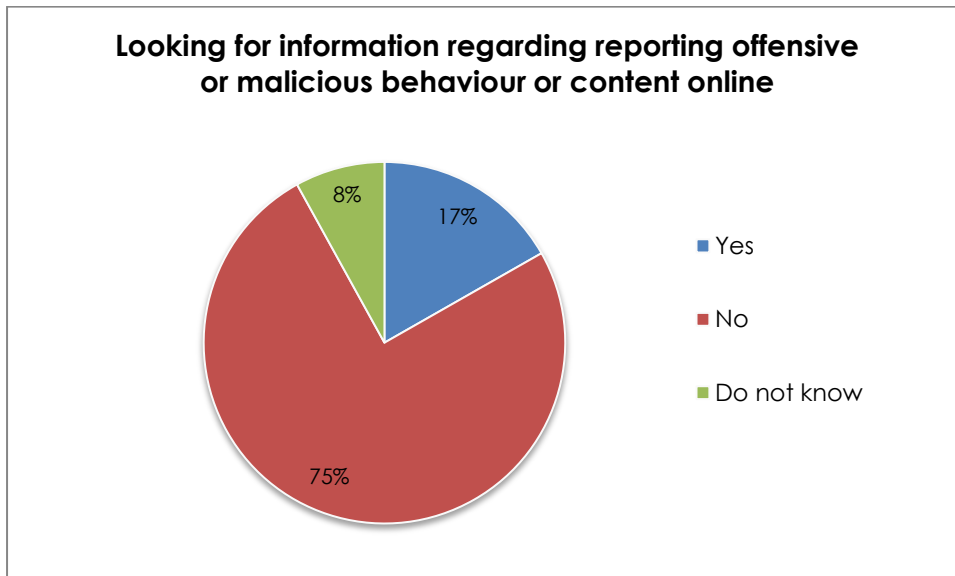


Figure 20

Those 17% who had said that they had looked for such information were asked to set out what they had tried to look for. The following unedited comments were received. Again, the responses are broken down by age group.

Under 30 (16 to 29) Age Group

- Blocking porn from my iPhone
- CEOP, how to help others, who to talk to
- How to block/report people on Facebook
- how to contact and report the issue
- I was looking on Facebook of how to report abusive content
- Law, implications
- Privacy.
- Reporting offensive behaviour on social networking sites
- Service administrator contact details
- The overreaction on so-called "Online bullying"
- To report a Facebook page
- What deterrent would be used towards the person(s) you have reported, in order to stop them doing it again
- What people can be prosecuted for, illegal things, websites to use if bullied
- who to contact, what to send
- Why people find it so hard to do and instead decide to write to the JEP about it

30 to 49 Age Group

- An hack attempt to access my computer.
- As part of my e-safety role at work.
- Ask.FM, wanted to stop my children using it.
- Bullying.
- CEOP fact finding.
- CEOPs.
- Child Protection.
- Correcting factual inaccuracy.
- Cyber bullying on FB.
- Facebook.
- Facebook.
- Facebook and other sites in respect of online privacy for my teenage daughter.
- Google and hoax slayer.
- How people get away with online bullying and why there's no law to stop them?
- How to block.
- How to close down a Facebook page.
- How to manage slanderous comments in a small community which are not true.
- How to report / block items on a given social media site.
- How to report malicious/fraudulent emails.
- How to report someone on Facebook.
- For the record the Facebook process is useless.
- in regard to reporting abusive content my daughters' have received.
- Inappropriate Facebook page.
- Information on AskFM as my daughter received some horrible personal comments.
- Internet fraud.
- Online scam.
- Parental advice.
- Parental controls.
- Procedure for reporting.
- Protection from unwanted and unsavoury emails.
- Removal of pictures of a vulnerable islander on a networking site.
- reported offensive content of You Tube.
- reporting abuse and blocking content.
- Reporting Blogger.
- Reporting inappropriate sexual content.

- Reporting Phishing attempts.
- Reporting phishing scams.
- Reporting phishing. Discovering if my emails had been hacked.
- reporting privacy breaches and attempted online fraud.
- Security threats & FB.
- Someone getting access to your email account.
- the criteria for reporting and ways to make this better.
- The process.
- To know how to report.
- Twitter Policy.
- Understanding law.
- What actions to take
- Who it should be reported to.

50 and Over Age Group

- Abuse button etc.
- Blocking content.
- Blocking content from my daughter.
- Blocking software / settings.
- Bullying, discrimination against disabled people.
- Bullying.
- Confirmation of my concern regarding fake/spoof emails and unrecognised phone calls etc.
- Data protection rights and libel issues.
- Facebook procedures.
- Finding the contact details so can report it.
- getting site taken down.
- Hoax's.
- How report.
- How to protect and report.
- How to report it.
- How to report malicious content.
- How to report, block, stop.
- How to report/prevent it.
- Looked for telephone number barring online.
- Malicious content & online fraud.
- Offensive.

- Only to find the right place to report on Flickr.
- Phishing.
- Phishing scams.
- Scams, fraud.
- Spam.
- Suspicious email content.
- The process for having the information removed and the opportunity to sue the publisher and/or the information source.
- The question is futile as requesting SM providers to investigate is most usually met with apathy and no action.
- Various. One in particular was a scammer who was sending my aged mother mail and request for money which very little could be done to protect her.
- What email address to use.
- Which body to report to and how to do it.
- Who to report a suspicious email & a bogus website to.
- Why people do it and general industry best. Practice to prevent it.

As far as who should be responsible for internet safety and security for those over the age of 18, the following overall results were recorded for each body (Figure 21). This reveals that respondents were very strongly of the view that it was the responsibility of individual internet users and, to a slightly lesser extent, website owners/creators.

Responsibility	Total Score
Individual internet users	4,793
Website owners/creators	4,057
Internet provider	2,903
Software providers (e.g. anti-virus software or filtering software)	2,798
The organisation you are accessing the internet through (e.g. school, work place or college)	2,760
A governing body (set up specifically for e-safety issues)	2,212
Police	1,778
The government of where the online content is hosted	1,715
The government of where you access online content	1,260
Don't know	400
No view	189
Other (please specify)	179

Figure 21

Other or additional (unedited) responses and comments by age group were as follows:

Under 30 (16 to 29) Age Group

- "internet safety" being regarded as prevention of malicious viruses and malware etc. is the responsibility of website creators first and foremost, however, content (e.g. porn) is legal, therefore IPs should be responsible for creating a level of security between user and websites for those that don't wish to access it
- 18 year olds are responsible for them selves but I think all these participating people should be involved!

- Anyone over the age of 18 should be mature enough to deal with seeing offensive content themselves.
- At what point is the under 18 legally responsible for what content.
- Biggest problem for me is not the internet's content but what companies are using our data for. So we can be targeted by advertising.
- If you don't know how to drive safely, you don't get behind the wheel of a car. It is your responsibility to keep yourself and your family safe online; your ignorance should not have to mean restrictions for anyone else.... except for child porn and snuff films maybe...
- Nobody else, ever.
- Parents of children, the rest is on the individual, website should also allow ways for content filters if need me, but these should be removable.
- The internet is for sharing everything and anything (unless it's evil like kiddie porn, obviously), and so therefore should remain largely uncensored and it is in the individual's discretion as to what they choose to access.
- There should be free speech on the internet and it is not the government's place to get involved.
- Web hosts of websites which host.

30 to 49 Age Group

- Badly phrased question. Individual adults are clearly responsible for their own safety and security (some of those items mentioned above are tools/services available to them in order to achieve this). However, authorities such as the police need to be able to become involved where appropriate.
- Governments and other 'official' bodies will never be able to keep up. People must take responsibility for themselves.
- I have not really considered this and these answers seem too simplistic for what is a complex issue.
- I think there should be cooperation between governments to ensure that if there is a problem identified action can be taken.
- If you can't take the heat, then get out of the kitchen.
- Mum and dad.
- None of the other options are technically viable in reality.
- No-one else if you are over the age of 18.
- Not sure at all about who should be responsible.
- Over 18's have to accept responsibility like everything in life. If you don't like a TV programme you turn it off. Why should an internet page be any different?
- Stupid Question! What are you trying to achieve by asking this?
- The government where the individual is resident should be responsible for establishing a legal framework to protect their privacy and security, guided by a governing body for cyber security reports to the States.
- the individual & common sense + website creators to monitor content.
- This is a hugely complex issue and requires more than a tick box approach.

- TV manages to respond to complaints about inappropriate content. Perhaps benchmarking against other media organisations that have a governing body may throw up some ideas e.g. the BBC. The providers can't just absolve themselves of any responsibility.
- What do you mean by responsible? We should all be responsible but that doesn't mean blame should be assigned if there is a problem.

50 and Over Age Group

- An e-safety body set up by the States could be good.
- At place of work, it is okay to filter stuff, but at home it should be your choice.
- I find this hard to answer - there's a difference between personal risk avoidance and criminal offences.
- I think this questing would be a very difficult one but i feel that to some extent the people who use is should come first with bodies to help them if needed.
- I would be concerned about any government interference in Internet monitoring.
- It is 'free' society so we have to be responsible, as much as possible, for how we use the net and what we choose to watch. Government/big brother interference is liable to become "you will only watch/believe etc. what the state wants you to". Very dangerous.
- It's a free world and should be the choice of the individual not any government body or otherwise.
- Me.
- No government involvement this is Jersey and we would have know freedom of speech left they want to close down Blogs then we are off with no truthful news outlets just State controlled biased news end of.
- No one.
- The end user, always. You reap what you sow.
- The public simply needs better education.
- There must also be a Government Body to regulate overall.
- You are an adult if 18 or over. We do not need a nanny state, or a Mary Whitehouse controlling what we see or do.

As far as who should be responsible for internet safety and security for minors under the age of 18, the following overall results were recorded for each body (Figure 22). This reveals that respondents were overwhelmingly of the view that it was the responsibility of parents and, to a much lesser extent, the organisation that the minor was accessing the internet through (e.g. school, work place or college).

Responsibility	Total Score
Parents	6,974
The organisation you are accessing the internet through (e.g. school, work place or college)	4,247
Website owners/creators	3,869
Internet provider	2,670
Individual internet users	2,623
A governing body (set up specifically for e-safety issues)	2,517
Software providers (e.g. anti-virus software or filtering software)	2,465
Police	2,096
The government of where the online content is hosted	1,824
The government of where you access online content	1,523
Don't know	235
Other (please specify)	177
No view	88

Figure 22

Other or additional (unedited) responses and comments by age group were as follows:

Under 30 (16 to 29) Age Group

- As long it is illegal all content should be viewable under the parents' guidance. Censorship is morally wrong and a breach on human rights.
- depend how old/mature the under18 is in question.
- Education on online / digital awareness.

- I feel under the age of 16 should be taught at school about accessing upsetting contents on the net if they are old enough to use the internet they need to be responsible for their actions of what they view. Parents can put blockers on but there is internet unsupervised everywhere.
- I know I have selected police but I am sure they do but I don't know if they do, I highly and strongly think that the police should scan around online especially on Facebook to see if there is anything they can do to stop some things! E.g. cyber bullying! This shouldn't be happening in the first place!
- Nobody else, ever.
- Parents are responsible for education of their children, along with schools. However a parent cannot be monitoring a minor's internet browsing constantly. Therefore responsibility needs to be taken at a higher level to eliminate content getting into their hands in the first place.
- Parents are responsible for what the child experiences on the internet as much as they are responsible for everything else in a child's life. Complaining about kids being able to access porn is like complaining about your kid wandering into a strip club or sex shop- they shouldn't be unattended at those kinds of ages.
- Schools

30 to 49 Age Group

- Cannot see it would be possible for any 'body' to police the internet.
- Education is the only solution that will work in practice.
- I selected other purely to have a say that we need to stop taking away the parents responsibility and letting them put the blame on anything or everything else other than them.
- It's the parents' responsibility to take care of their children. The state and its organs already interfere far too much in the lives of ordinary people
- I've put parents last as they may not be aware
- More regulation of internet providers and website creators
- Mum and dad.
- Normally I would suggest 'parents' first. However, we are ill-equipped to keep up with the children!
- Parents.
- Parents.
- Parents have got to stop passing the buck and educate and guide their own children, if they supply the device to access the internet their responsibility, like wise for schools and youth clubs.
- Parents should apply filters for children accessing the internet and monitor their children's activity. Police for serious crimes.
- The government where the individual is resident should be responsible for establishing a legal framework to protect their privacy and security, guided by a governing body for cyber security reports to the States. Software providers and ISPs cannot be 'responsible'. They are tools for those who are responsible to deploy.
- While I understand the need for control, this is a complex issue.

50 and Over Age Group

- Only if configured correctly by parents...
- At 18 you are an adult, and therefore it is a ridiculous suggestion that someone should control what we see. Are you suggesting culling internet freedom?
- COPPA exists for this too.
- End user.
- I feel that it is parents' responsibility to make sure that their children are safe and secure in what they are seeing on the Internet. Big difficulty in when under 18's use mobile and tablets to access web away from home, and parents can't watch 24/7.
- I think this actually really depends on the age. Children who are of school age should be monitored by their parents or guardians
- No Jersey Government involvement untrustworthy.
- no one.
- Parents.
- Parents, teachers, youth workers etc. should take responsibility for what their children view.

The following Figure (Figure 23) sets out Figures 21 and 22 in chart format to illustrate the weighting given to each body.

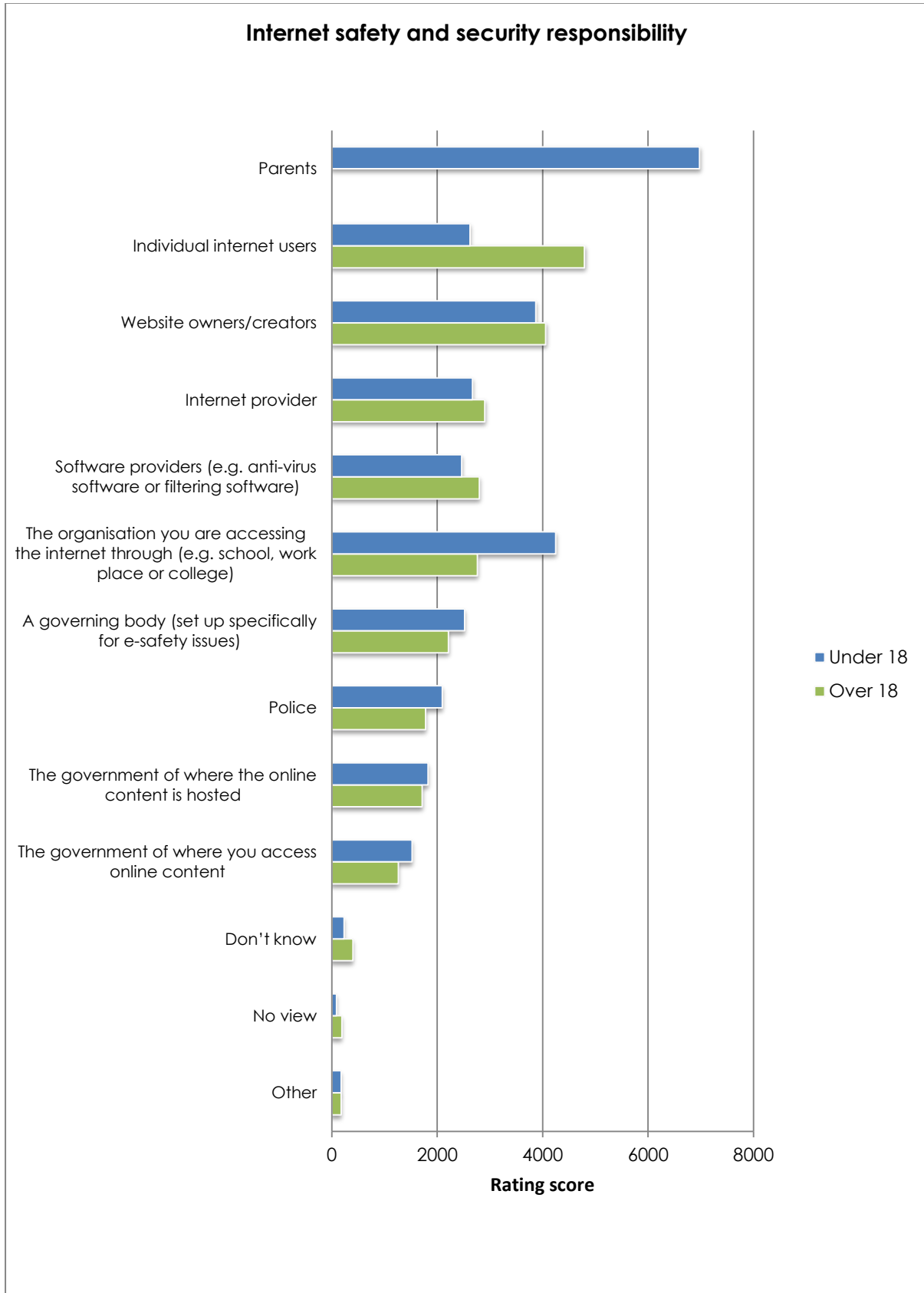


Figure 23

As far as awareness of what current legislation was in place in Jersey to protect the public from malicious, threatening or offensive online behaviour, 22% of respondents indicated that they were 'very aware' (6%) or 'aware' (16%) of such legislation (Figure 24).

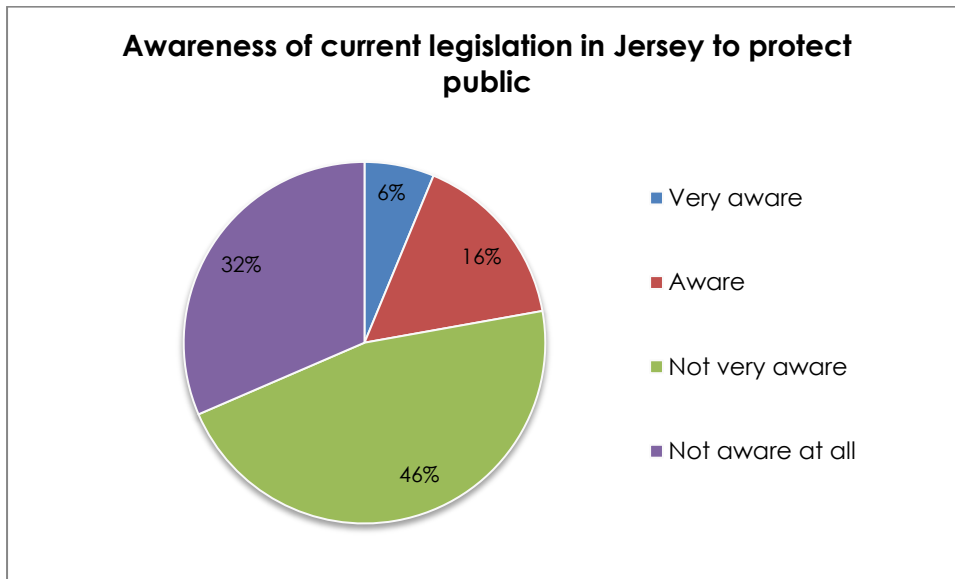


Figure 24

The following is a breakdown by age group of the level of awareness (Figure 25). This reveals that overall awareness was low; the number of those under 30 with 'no awareness at all' was far greater than the other two other age groups.

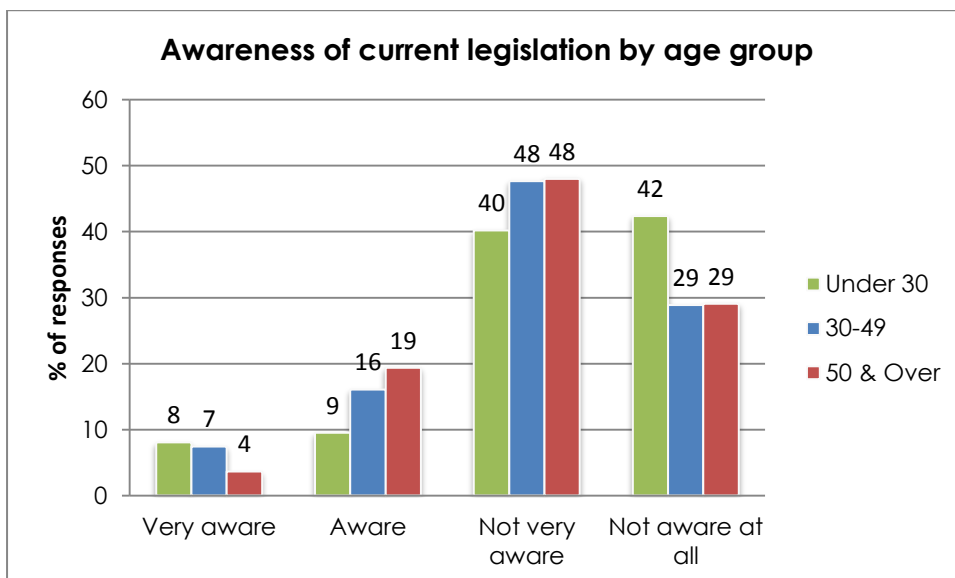


Figure 25

One in three respondents indicated that they had children under 18 in their household who used a computer or mobile device to access the internet (Figure 26).

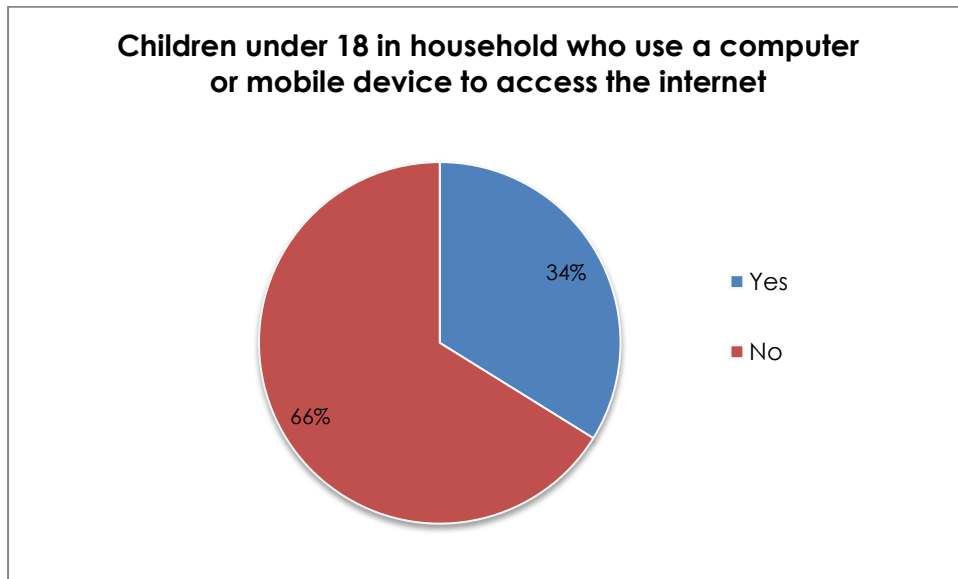


Figure 26

As to whether the parent or someone else to the parent's knowledge had spoken to their child/children about safety online, 45% indicated that they, the parent, had spoken to them (Figure 27). 32% indicated that they understood that their child's/children's school had spoken to them regarding e-safety. Respondents could select more than one answer.

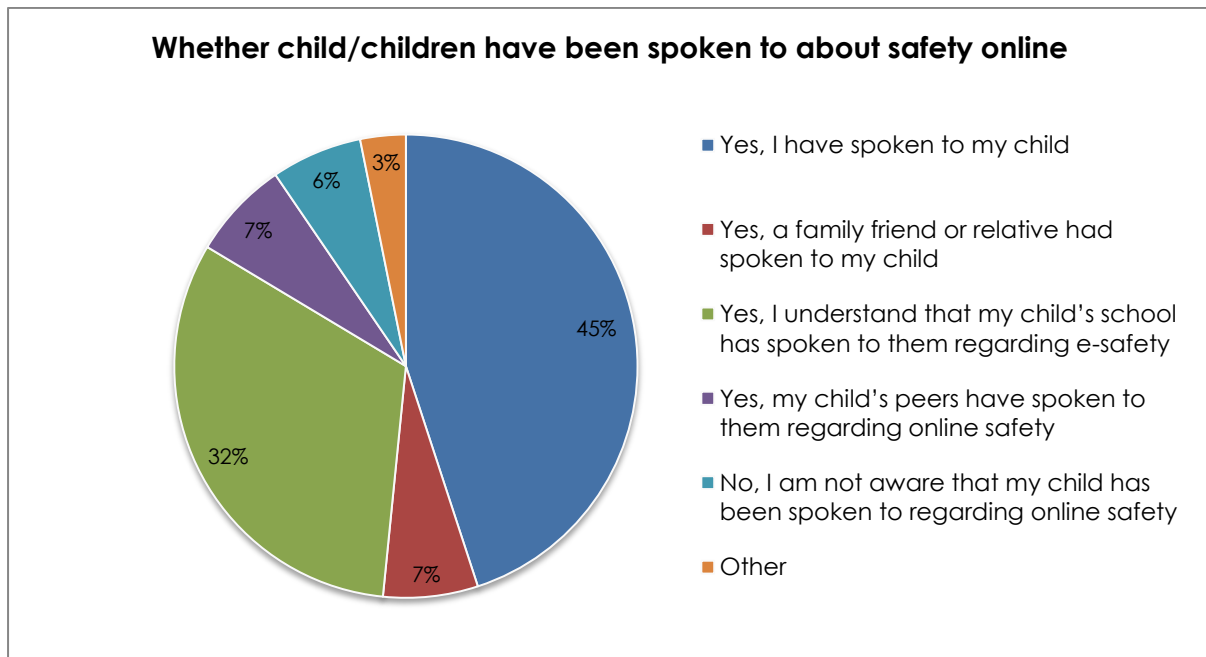


Figure 27

Other unedited comments received were as follows:

- But just because they have been advised doesn't mean they are going to comply.
- Granddaughter who stays in our house regularly.
- He is too young. Use is always supervised.
- Her content is supervised by either of her parents.
- Only 3 years old so I am always present.
- Perhaps more information should be available at school during IT lessons.
- They are too young, they only view cartoons.
- Youth service also.
- I check what they are accessing.
- so far it's not a problem, he's 4 years old.
- and we often talk about it as a family and have banned her from certain social sites and websites for her own safety.
- My child only has supervised access to the internet as he is only six years old. He likes cartoons on Netflix and can access himself but some of the cartoons are violent and it affects his behaviour so he is limited to what he is allowed to watch. I'm sure not all children are watched as closely.....
- Not enough parents accept the responsibility that if they buy their child a device that has internet access then it is them and not any authority to teach guide and support their own child in the correct usage. From both receiving inappropriate and even sending inappropriate images and words (bullying) online. Parents cannot blame the authorities
- School education is antiquated and presented by people who simply do not know what they're talking about.
- Pointless, schools seem to demonise online activity and present the internet as overwhelmingly dangerous rather than promote responsible use.
- Educate yourself, then your children, trust them and communicate about all the good and bad things on the internet. It's life. Rising above it and the attitude u take desensitizes the children from shock or fear. U can use a calculator to solve incredible problems, but u can also use it to write the word boobs... You can't regulate that.
- Schools in Jersey have been running online safety talks for the children for several years and are also part of PHSE. CEOPs come over regularly. Schools also organise parent sessions. The think know site is also a useful resource.

Parents indicated that the following parental controls were on their child's/children's device(s) (Figure 28). Respondents were asked to select all the controls that applied. This revealed that 'content filters' and 'password protection' were the most popular controls. However, 14% of parents indicated that they were unaware of any controls in place.

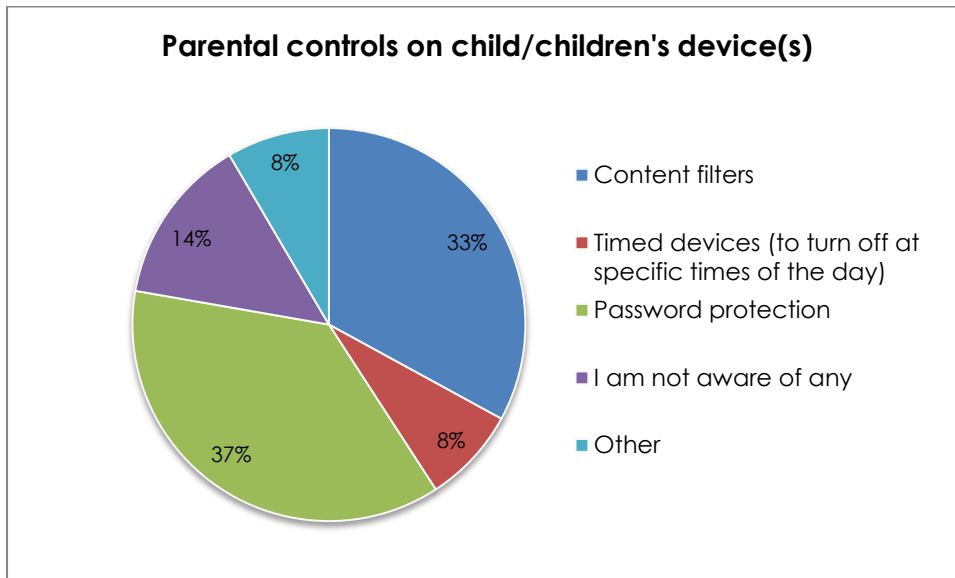


Figure 28

Other (unedited) responses were as follows:

Under 30 (16 to 29) Age Group

- Anti-virus
- N/A
- None
- none, old enough to know.
- She is 16, she doesn't need any internet security, but is aware of predators online.
- Their own passwords.
- They is parental control on my laptop but not cause my parents are worries that I will be on things I shouldn't but because I am worried of seeing something's that are inappropriate for my age.

30 to 49 Age Group

- Anything my child does from her device or receives, I can see on mine right down to text messaging from a mobile phone so I know exactly what's going on and when!
- Certain inappropriate websites blocked.
- check Facebook and emails.
- Check internet history.
- computer is locked away in study they have to ask to use it.

- he is only allowed specific use.
- I control access to sites I deem I need to stop my daughter from viewing by using the software on my home network access point.
- I monitor and supervise my children; also they have to ask me for the password to turn the device on so I am in constant control over the internet. Not difficult. It is all about being a parent.
- N/a at present
- None.
- None as it is for me to educate them on this matter and take offence at government intervention; this is not a nanny state.
- none, she's too young to understand how to log into things.
- Only access computer with adult at this stage (6yrs) and only to support learning. Considering buying new desktop PC and going to ensure we get appropriate filters of whatever is needed to keep safer.
- parental supervision.
- Parents control.
- They are always supervised.
- vast amount of keywords blocked at router level.
- Verbal warning of issues if inappropriate material is accessed...i.e. liability on the registered owner of the Wi-Fi / ISP.
- We have a family PC in our lounge that can be seen at all times.

50 and Over Age Group

- I turn off the Wi-Fi each evening at 9pm at the latest .
- My youngest is 17.
- None, he's nearly 18 and has to be responsible for himself.

In terms of the level of confidence parents had in the controls that were in place in providing enough protection for their child's/children's access to online content, 54% indicated that they were 'very confident' (15%) or 'confident' (39%) in such controls (Figure 29). However, 39% stated that they were 'not confident' (27%) or 'not confident at all' (12%) in the controls that were in place.

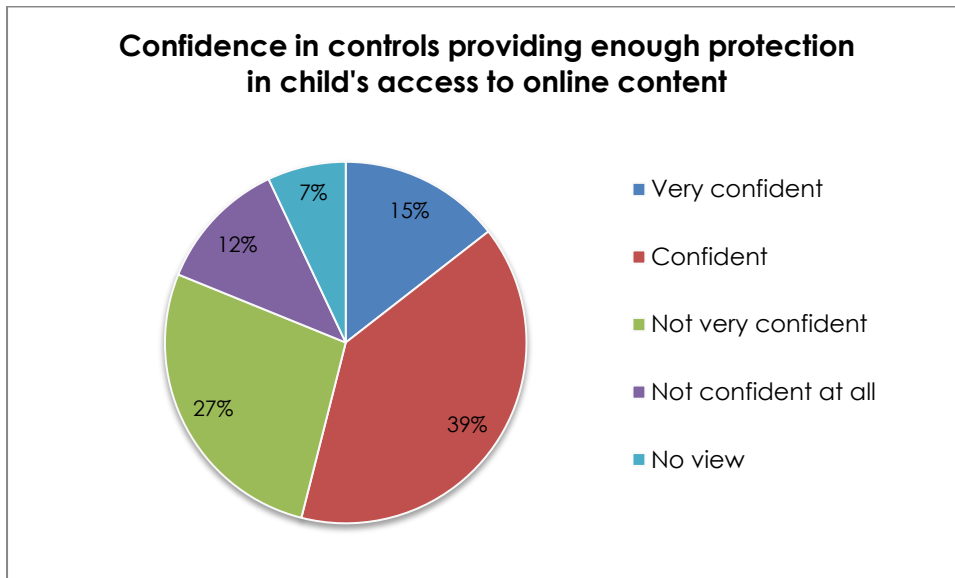


Figure 29

As far as the main parental concerns regarding types of content/experiences that child/children could experience online, the following (unedited) were submitted:

Under 30 (16 to 29) Age Group

- Bullying x2
- Death Threats
- Explicit Content
- Fraud
- Lack of censorship
- Paedophiles
- Religion
- They see something not age appropriate
- They see something sexual
- They see something violent

30 to 49 Age Group

- Abusive x2
- Abusive comments
- Academic content
- Access to inappropriate violence

- Access to personal information
- Access to porn
- Accessing inappropriate content
- Adult material
- Adverts
- Age inappropriate material
- Approached by strangers
- Ask FM
- Ask FM should be banned
- Ask FM, sights like this should be outlawed.
- Bad language
- Blog bullying
- Blood and gore
- Brutally of terrorism
- Bullying x60
- Bullying within social media
- Chat rooms
- Chat Rooms/ FB Being approached by strangers online
- Chat sites
- Child grooming
- Contact from strangers
- Contacted by strangers
- Control over multiple methods of getting online
- Cultural contend
- Cyber bullying x10
- Disparaging remarks about physical attributes and personality
- Disturbing/graphic images
- Drugs
- Explicit content
- Explicit music lyrics
- Explicit music videos
- Explicit sexual content x2
- Exposed to explicit videos
- Exposure to pornography x2
- Exposure to Sexual content
- Exposure to the opinion of idiots

- Extreme graphic pornography
- Extreme graphic violence
- Extreme pornography
- Extreme unbalanced views / attitudes
- Extreme violence x2
- Facebook type bullying
- Foul language
- Fraud x3
- Future reputational damage as a result of online content
- Gambling contents
- Game
- General mindless information
- Government Questionnaires Implying we are incapable of monitoring our own internet usage.
- Graphic material
- Grooming x10
- Grooming by paedophiles
- Grooming by paedophiles
- Group mentality, when more than 1 joins in with similar verbal/emotional abuse
- Hacking
- Hacking accounts
- Hard Core sex
- Identity theft
- Illegal downloads
- Images that other people put on social media
- In future, revealing too much info on social networking without realising consequences
- inappropriate games
- Inappropriate adults contacting the boys
- Inappropriate contact (i.e., grooming)
- Inappropriate Content x6
- Inappropriate content (sex, violence paedophiles)
- Inappropriate content can flash up so easily, e.g. YouTube suggested other videos
- Inappropriate Films x2
- Inappropriate music videos x2
- Inappropriate sexual references
- Indecent images
- Internet bullying on social media when he is older

- Internet fraud
- Katie Price
- Led astray etc.
- Local blogs
- Local hatred on Blogs
- Malware
- Meeting strangers
- National newspaper websites
- None at the moment as they are always supervised
- Offensive Behaviour x2
- Offensive or inappropriate material
- Offensive sexual
- Offensive violent
- Once they are teenagers- on line bullying
- Online bullying x7
- Online grooming x2
- Online shopping
- Over charging off apps
- Over spending on Apps
- Paedophile threats
- Paedophiles
- Peer pressure
- Peer pressure, exposing photos
- Paedophiles
- People posing as other people
- People pretending to be kids when there not and making friends with kids etc., scares me a lot especial with computers at school so much.
- Paedophiles
- Peter files
- Porn x22
- Porn / sexually explicit material
- Pornographic x2
- Pornography x22
- Predators x3
- Racial and political views
- Racism
- Racist

- Requests for personal info
- Risk to their personal safety through photos, personal information etc...
- Scams x2
- See porn
- Sex x5
- Sex pests
- Sexting x2
- Sexual x4
- Sexual contact / grooming / flirting
- Sexual content x12
- Sexual content Peer to Peer
- Sexual contents x2
- Sexual imagery
- Sexual predators x3
- Sexual remarks
- Sexual/offensive content
- sexually explicit
- Sexually explicit content
- Slander
- Slow internet speeds
- Social media
- Song
- Spam
- Stolen identity
- Story
- Strangers
- Swearing x2
- Swearing rude language
- Talking to strangers
- Threats
- Too much time spent on computer
- Trolls and paedophilia
- Inappropriate content
- Unfortunately gaining access to a site after innocently "googling" a simple phrase that the internet interprets differently to what is intended.
- Unknown people 'befriending' them
- unsolicited contact

- Unsuitable content
- Unsuitable gaming transactions
- Unsuitable sites
- Unwanted solicitation
- Unwitting payments
- Upsetting / graphic pictures
- Viewing age inappropriate material e.g. violence.
- Viewing hard core porn etc.
- Viewing pornographic sites
- Viewing unsuitable material
- Violence x27
- Violence / language
- Violence cartoon
- Violent x2
- Violent behaviour
- Violent content x2
- Violent contents
- Violent contents
- Violent material
- Violent porn
- Violent Sites
- Virus x2
- YouTube, although settings are filtered, I am always mindful when my child is on YouTube as it is not 100%

50 and Over Age Group

- Advertising
- Attempted fraud
- Being tricked to provide information/photos
- Bringing in viruses
- Bullying x10
- Con artists
- Cruelty
- Cyber bullying x4
- Emotional damage
- Explicit material(sexual content)

- Explicit porn
- explicit sexual content which objectifies women
- Financial fraud
- Fraud x2
- Grooming x4
- Group intimidation. Ask.fm type stuff
- Gruesome violence
- I am a grandparent
- Inappropriate contact from adults
- inappropriate images
- inappropriate images via Snapchat
- Inappropriate sexual material
- Indoctrinating material
- Killing (i.e. beheading)
- Messaging and snap chatting late at night
- No particular concerns
- Online bullying
- Paedophiles was but not so much now kids are older
- Paedophilia
- Peer pressure introduction to inappropriate content
- Peer pressure re looks, clothes, not eating etc.
- Peer pressure/ Bullying
- People pretending to be someone they are not - false identities.
- Porn x4
- Porn - hard core
- Pornographic content
- Pornographic material
- Pornography x5
- Prioritising life online above real life
- Religion
- Rumours
- Scams
- Security risk
- Sex content
- Subjected to abuse by classmates
- Threatening Physical Harm

- Too easy for children to access sights
- Too much information
- Certain people's Blogs
- Violence x3
- Violent content x2
- Violent images
- violent/sexual information
- Vulgar language

23% of parents indicated that they were aware of something online that had upset their child/children (Figure 30).

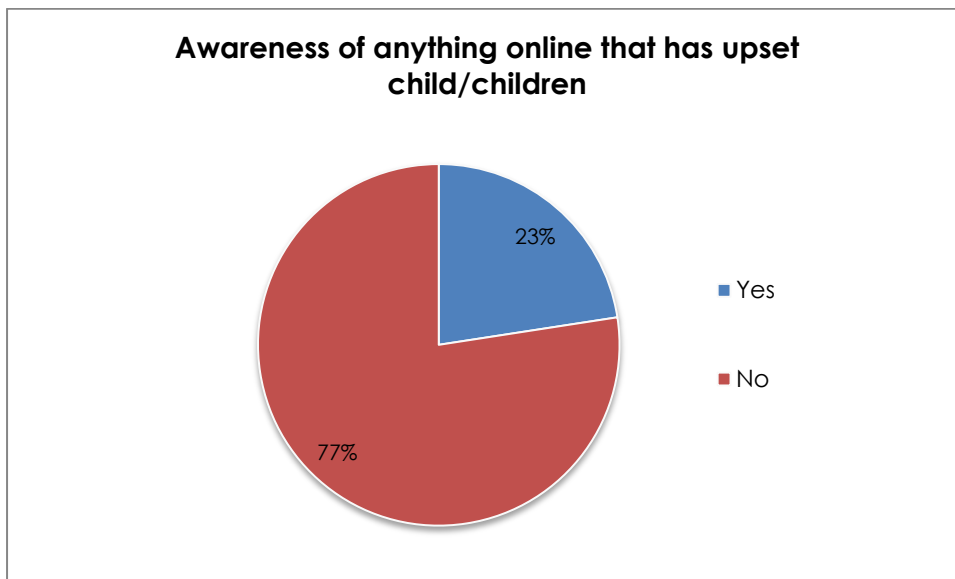


Figure 30

The following issues were recorded (unedited) as having upset the respondents' child/children:

Under 30 (16 to 29) Age Group

- Ask.fm
- Bullying via social network sites.
- My parents are aware of the things that have upset me, abusive content on Facebook.
- people being horrible on Facebook, but that's going to happen, as it does in every other social situation.

30 to 49 Age Group

- A couple of her friends had posted inappropriate content or sent inappropriate messages.
- Ask.FM x3
- AskFM messages and also seeing bullying messages which were added to their friends Facebook pages.
- Bullying x5
- Bullying especially ask.fm
- bullying in the past
- Bullying on Ask.fm
- Bullying on Facebook
- Bullying/disturbing FB content
- cartoon where bad words were used

- Comments on social networking sites.
- cyber bullying on FB
- Dead animal pictures on Facebook
- explicit music video
- Facebook comments
- Images on Facebook and discussions on unsuitable topics from peers.
- Indecent images and bullying
- Minor violence issue.
- My son has had sexual content pop up when he undertook an innocent search for tanks WWII.
- Nasty children with their nasty comments that hide behind a screen to say things they wouldn't dare to say otherwise!
- Online blog bullying
- Online bullying
- Pornography when searching for 'kissing girls'
- remarks made on ask.fm
- Simply looking up images to use as part of school projects can sometimes bring up upsetting/offensive images.
- very bad experience of cyber bullying (my 14 year old daughter)
- Violence x2

50 and Over Age Group

- A photo posted by a local person of himself on Facebook distributed by the owner of the phone to others sitting nearby.
- ASK FM and other children's comments about them.
- Mild bullying
- Porn

At the end of the survey, respondents were invited to submit any further comments they had on internet security. The following unedited comments were received. Again, these have been analysed by age group.

Under 30 (16 to 29) Age Group

- A clear line needs to be draw between safety and offence. While actions to ensure that people remain safe are important, there should be no action to prevent people from being offended. Offence is taken by the individual, and it is their responsibility to manage their own information diet.
- Adults should know better, if they don't like it, don't use it. Kids should simply be supervised by their parents. Stop the blame culture.
- Bearing in mind we already have harassment laws in Jersey which include internet use I don't see the need for a specific law on "cyber-bullying". For it to be classed as "bullying" it would mean more than one instance of an event, many people get into stupid arguments online where abuse is exchanged, this would not constitute bullying. The government has no need to interfere with on-line activity. With regard to children parents need to take responsibility for what their children may be doing online. While there are isolated cases of suicide in the UK and elsewhere following "cyber bullying" most if not all these cases are instances of bullying on AND off-line. I have not seen anywhere the bullying has been 100% only online. Blocking content to illegal material such child pornography is acceptable, but in the UK proposals to block non-illegal internet content is just an attack on civil liberties. Parents should have the option to opt-in to extra blocking filters if they so wish through their providers. A multi-agency approach should be utilized from schools, parents, and Internet and software providers. Information packs should be sent to parents telling them how to block content etc., free blocking software can be recommended by the schools directly to all parents. From what I understand from seeing cases of "cyber bullying" with children most of the bullying starts in school which then leads onto the internet. This is why it is essential to target the root cause through schools rather than the after effect of just online bullying.
- Don't break the internet with stupid systems that are easy to circumvent. Rely on targeting individuals in 'sting' operations like in the US.
- I feel children and young people need to be made more aware of the implications of the Internet and the things they may see are not reality as this can Cause their mentality. I would also wish for you to have done a survey aimed at teenagers to compare their response and also publish these results :) Thanks.
- I have a son who is not yet able to use a computer but will be one day. I am very worried about children's access to inappropriate content, especially porn. I would be supportive of an island-wide opt-in block on porn and violent/disturbing content.
- I strongly believe as a parent of a very young child that it my responsibility to educate my children of the dangers of the internet both from a security perspective and a content perspective. However I also believe that with the increasing necessity to be constantly connected online in one form or another, it is crucial that there are safeguards in place at the highest level (IPs / government) to limit (eliminate) visibility of pornographic and offensive material. Children will always try to push boundaries, and we cannot expect them to have the discipline to avoid websites that may contain explicit material.
- I think a lot more should be done for online safety for under 18s and also for over 18s, I have seen way too much on Facebook that I shouldn't have and it's not fair! My security is as high as it gets and all I can do is report and block but at the end of the day that is usually after I have seen it!

- I think bullying is an issue that needs to be monitored, but otherwise I think users need to be wise to all online material and how to use the internet appropriately.
- I think individuals should be accountable for their decisions to access websites which can hold malicious, violent, pornographic or hurtful
- Social networking websites have many ways of reporting and blocking unwanted posts and from there, it is then down to the individual to make a decision with what to do. There is sufficient education but perhaps more could be done. But it is something that websites have ensured we can pretty much manage ourselves
- I think it is terrible when I hear about online bullying; I have no idea how that would be for someone. I think due to the impact it is having for children on the island I think bullies online or not should be punished more severely. I heard a child committed suicide due to it on the island I think the children who bullied that person should be arrested and dealt with by the police.
- I think parents should be more aware of what their child is doing online and monitoring them while online and putting stop to them accessing unnecessary websites and viewing things they should not be allowed to see they have access to the internet too easy and are clicking on things they should understand and parents should learn how to stop their child coming across something they should not see parents need be more aware and learn how to block certain things when my son is old enough to use the internet he will be highly monitored there are things children should not see!
- I think that it's very important that the internet retain the large amount of freedom that it offers. As long as users take sensible precautions such as not using suspect sites and installing anti-virus software, and website creators continue to have content blocking/reporting systems in place the internet is a reasonably safe place and shouldn't be over legislated. Regarding minors (Probably 13 and under) there is plenty of filtering software available to keep them safe from what can be on the internet.
- I'm quite satisfied with online safety and believe it's the parents' responsibility to view what their children are accessing.
- It is upsetting how easily people are exposed to such content and people
- It's made a bigger issue than it is. If you have a problem report it and block it and if you're underage tell someone if serious
- I've explained everything I need to. Online safety at the end of the day is about common sense. Material and resources are provided online.
- Nanny state
- Online safety is increasingly being used as an excuse for governments to regulate content. This is not acceptable. Education about online safety is poor and outdated, tending to scaremongering tactics rather than presenting a realistic assessment of potential threats. It seems that the people in charge of overseeing these things have little personal experience of the modern online scene.
- Online safety should be vastly improved.
- Parents need to have a more active knowledge in the activities of their children on the internet. Give them some lessons or something.
- People offended by online content need to understand that they can easily block, report, or delete it. There's no need to attempt to sue a website's owners, it is not their fault if offensive content is posted by a user.

- Personally, online safety is something taught at Schools, children are aware of what they can or cannot view on the internet; if they do then it is down to the parents to set them straight to not look upon older material.
- Something needs to be done please, it's not just children who are being bullied online
- There is a difference between online safety and freedom of speech. People are free to insult each other etc. but I don't think it's ok to harass someone, just as it's not ok to do that in society. The uploading of horrific content is obviously an issue with online safety but it is difficult to come across unless you are actively seeking it. People's opinions on other people should be ok online, especially on media reports. If someone disagrees with this and thinks this is slander, then there should be an investigation into whether or not it is true or not, preferably a lawful investigation.
- There shouldn't be restrictions enforced by the government regarding internet use, neither should there be any monitoring of internet traffic. I feel there should at least be more ways in which to get yourself heard if you are having a bad time on the internet.
- There will always be things people do not like, considered harmful to others on the internet, after all it is a public forum, although this gets exploited in many ways, people should be made aware of how to avoid this, but at the end of the day, it is up to the individual to be responsible and avoid accessing things they do not like and staying safe and secure whilst online.
- Yes, online safety is down to the individual and to the parent. It is NOT a government's place to try and censor. If someone bullies you online, have the common sense to close the tab and ignore it or speak to someone about it. Not hard....

30 to 49 Age Group

- A campaign to educate everyone on installing and updating appropriate safety measures would help. After all anyone can buy a computer or tablet with little or no knowledge of technology.
- A nanny state is not required; minors should be protected by their primary care givers using appropriate online tools & educating and monitoring minors' internet use. Government should focus on providing advice & education rather than regulation.
- Abuse of children via the internet is a concern.
- All safety measures are good but they need to be simple to use and effective.
- Always keep tabs on history of child's Internet exposure and know who their friends are on social networks. Continue to keep channels open between you and your child and be aware of who they are communicating with.
- As a parent you have to be aware of security and safety. Education is a large part of this and you have to keep things realistic. If there is somewhere you do not like the content then rather than moaning about it block it and don't go there again - quite straightforward!
- As a PC user I am aware of most behaviours on my system. If people and minors were well informed and educated properly about the programs, software and current problems faced on the internet they would be understood. If minors knew how to block and delete, cyber bullying and had more options to do so it would be more helpful. Maybe even more helpful websites or links on chat programs to help and log those in need.
- As far as I am aware Jersey doesn't have any specific legislation in place regarding internet bullying etc.
- Be self-responsible and keep government out of our private lives.
- Better reporting of problems

- Censorship and a totalitarian attitude towards the internet are not appropriate. I like a balanced view when I read about politics and so I use the internet, not the JEP. The main responsibility lies with the internet user to be aware of how to protect themselves from offensive online content and the state should not be holding their hand or trying to "filter" what they can or cannot see as this amounts to a propaganda machine. The responsibility MUST NOT lie in the governments hands. As I have mentioned previously, I receive my political and world news information from the internet and this would be filtered/censored if left to the government. This point is represented is the lack of coverage from mainstream media in regards to the worldwide "Occupy" campaign or the "Arab Spring" where for certain incidents that were very important, mainstream media performed a blackout, particularly the right wing BBC. Should the internet take a turn down this route we will all be poorer. I hope this survey is not a smoke screen for such an ulterior motive.
- Computer Programmers are very clever at targeting users - if you do not look up porn, violent videos, our of debt sites etc. the chances of getting on their 'mailing list' is greatly reduced. If you only look up show shops and pet stores they will usually be the ones looking to target you. The Individual does have to take some responsibility for their actions
- Creating laws well help nothing, as truly malicious people are expert at circumventing them. We need to work to decrease tolerance of this kind of behaviour
- Do more alerts in general
- Educate users, don't block them. If you teach children to swim you don't stop them going near the water!
- Education is vital when it comes to safety. There is another issue and that is the legal protection of our personal a business data from snooping and other authorities. With strong data laws to protect us from foreign powers (UK, USA etc.) we can build a strong digital economy.
- Education not Legislation
- Everyone is capable of not viewing a particular internet site if they so wish. The government should stop wasting public money on surveys and referendum's when we all know they will adopt whatever strategy they wish regardless of public opinion.
- Existing legislation should be used rationally to deal with social problems that have existed throughout history. The Internet merely makes these issues more visible. Technology cannot solve the problem of what one individual finds offensive and another merely amusing. Sometimes it can be a big bad world out there and people must learn the skills needed to live within it as they grow up or be unable to function for themselves in the online world of the future.
- Facebook threat pages should be checked more often and stopped from doing damage to People and local businesses.
- Freedom of expression is infinitely more important than protecting against hurt feelings. For defamation, genuine threats to physically harm someone, blackmail etc., there are existing laws which can be used or minimally adapted. New laws are an unnecessary expense which would damage Jersey's reputation and be extremely difficult and costly to police.
- Get a mac...
- have a centralised info point for all jersey residents with data protection, police and government working together
- I'm aware that this is a very real and ever expanding issue for children and young people. More robust investigation by police and tougher sentencing is called for.

- I am aware of some of the dangers that the Internet can pose to our children through CEOPS parent videos but don't actually know about security settings that we can put in place. Will research when we buy new desktop in next 6 months.
- I believe it is a collective responsibility of parents, educators, educational bodies, social care workers and authorities to educate ourselves and our community's children about cyber bullying/abuse and work together to set necessary boundaries with persistent offenders.
- I believe that each and every parent should take care and educate his child about internet safety and if you are a parent and don't know for yourself then you should speak with someone who knows and understand the concerns.
- I believe the Crime (Disorderly) Conduct and Harassment (Jersey) Law 2008 provides an adequate basis for police in Jersey to intervene where victims in Jersey are bullied online by people also in Jersey, even though the website used is located elsewhere. More should be made of this. New legislation is not required, but if is deemed necessary then it should be as simple and short as possible and it should be disseminated in a way that ensures it is widely understood by those using the internet in Jersey.
- I do feel that more needs to be done. I think some form of monitoring controls needs to be adhered to, and I am almost certain that a lot of parents, and other sources would agree, not enough support for vulnerable people in a Jersey on the whole.
- I do not think more legislation is required. Yet another tax payer funded department to legislate when good parenting is the key. If anything education is the answer
- I do not want the government or police controlling what I see or do on the internet. We live in a "supposed" democracy and not under a dictatorship or communism. The internet must remain FREE forever!
- I do think it is parents' responsibility to protect their child. However, if better online protection was put in place this would dramatically reduce access to this type of material.
- I feel it's too easy for under 18 s to access all internet sites, irrelevant, of safeguards put in place; these are our techno freaks of the future so of course they shall by pass all guards etc...I feel we live in a society of technology where nothing is protected or anonymous,, all I can say is glad grew up in the eighties where we had use our imagination to play games, TV was four stations, you communicated by speaking face to face, if you did not like a person, you told them, had a scrap and moved on, what can I say,, we've created this mess for our minors...bit too late for surveys...!!
- I have mentioned before that when I have kids I will be much more aware of what he/she does online and would probably take a lot more action if my kids were been bullied online or of any sort. At the minute I cannot really say much on the subject as my wife and I are adults. But saying that, if my wife or any of my close family were subject to cyber bullying or anything of the sort I would probably take more notice of the issue I'm sure.
- I have no issues with porn, as young men have flicked through glossy magazines for generations. However, I have concerns at websites dedicated to rape and violent sexual images
- I hope when you prepare this report for the States of Jersey, that you include reference to free services (like OpenDNS) and free and open-source software tools (like the Firefox web browser) which users can protect themselves with.
- I should think this is a very hard thing to govern what with new technology appearing daily and hackers finding new ways to obtain information
- I strongly believe parents need to check constantly content their children Re exposed to, usually through no fault of their own. Their innocence with regard to google searching can

expose them to inappropriate material and therefore measures should be taken to set up filters in the type of content they can access. In an ideal world unacceptable and inappropriate materials should be banned in my opinion but that's an impossibility. I can search something quite innocent, i.e., bags, for instance on google and get sexual and totally inappropriate images and content that are picked up. There should be stricter search matching at search websites like Google and they should take more responsibility for their filtering at the outset and ban certain materials/content. Some of it is so shocking it sickens me!

- I strongly disapprove of sites such as Askfm.
- I think banning certain sites is not a good idea, if they are acting legally. The issue is more about using the internet safely and teaching people how to communicate. I would suggest that no one should say things on line that they would not say to that person face:face.
- I think it is crucial that children are protected and that the government (Education department) continues to provide regular training to raise awareness of issues with children and parents. I have found that providing examples of what goes wrong is usually efficient for children. I think it is also important that if issues arise from using the internet that the judicial system could take action efficiently (paedophiles, bullying)
- I think it's a lot to do with common sense which sadly we are lacking more and more now a days.
- I think that my child's school has done a great job in teaching my child about internet safety.
- I think the parents need to control their children's use.
- I think this is a big area and I'm pleased it is being looked at seriously. I would suggest talking to the Channel Islands for a specialist viewpoint on implementing effective policy in this area.
- I use the internet very regularly and have never inadvertently come across abuse or sexual content. We need to discuss the social responsibilities of internet use. Why are we so frightened, as adults to take control of social media use by children? Why do we pretend we don't understand it, giving children responsibility of social media use without the social maturity to handle it? Children did not invent the internet adults did many decades ago. Our education system has decided that blocking and censoring content is the way forward meaning trusted educators find it impossible to use the internet as an educational tool. I could go on...
- Impossible to police and equally impossible to protect your children. Schools, education and parents need to educate and control the online activity of children in their care.
- Internet is just a tool and the only free one that exists. This freedom is essential as maybe the last one accessible to the common man. The policing should be done by the users themselves in case of adults and by the parents in case of children and adolescents. There are some good self-policing tools to that effect. If a properly illegal content, or clearly pushing people to commit crimes, then an authority to which they can be reported should have the power to shut them down or make the providers they are using shut them down. For the rest, leave the free internet be, it is already spied upon enough as it is.
- Internet users should take this seriously and into their own hands and not blame or rely on providers to police content. Accessing the internet is not forced by the providers
- It is not the government's job to control web content. The States should be more concerned with creating legislation to deal with online bullies and local providers of porn and graphic violence.
- It is so confusing that it would be great to have one place or portal that you can get practical advice from
- It's frightening how scammers etc. still seem to be able to get through even with filters in place.

- just a thought but maybe when you buy new laptops etc. for children the store could offer to put the security settings on it ready for you (free of charge to entice more people to protect their children) as many parents don't know how to do this.
- Make it easier for parents to know what to do!
- More help from police will be very helpful
- More info in schools with more details, more like a talk not a letter to just sign etc... And for parents at home. X
- More parental education not just on accessing inappropriate material but also preventing your child from becoming a perpetrator and posting inappropriate messages online. I.e. cyber bullying. Children grow into adults; cyber bullying has all got to start someway. If it is taught at a very young age that it is not the way you should behave then hopefully it won't occur, which then eliminates the victims. I could go on. Not enough people taking enough responsibility for their own or their children's actions. Stronger moral values and stop the weak from hiding behind a computer to attack anyone they feel suits it. And those people who allow themselves to become victims from these faceless thugs.
- Most children seem to have unmonitored internet access at any time of the day. Parents maybe have filters on their Pc/Laptop children use but don't realise these don't apply to Xbox, consoles, mobiles etc.
- Mum and dad may be take a on line education about online safety
- My children are still young but I worry for their future as technology continues to develop
- My children are under 9 and only access a tablet under direct supervision
- Offensive videos and pictures should be removed and a regulator should be constantly policing the content
- Online safety & security must not be used as a platform for censorship - this is the biggest risk when we try to legislatively and technically prevent access to 'potentially offensive' content.
- Online safety is not something that a body can govern. It is a tool, just like a hammer or knife. If you don't educate the user to use it sensibly, the user can come to harm. The ease of the internet has led to users not understanding the potential for misuse and there for when something does happen, they feel that it's not their naivety or stupidity that's caused it and therefore wish to blame the system. No form of 'e-Safety' has ever been 100% successful and all it does it hamper the progressive use of online services. Do not waste time and money trying to police something that the largest governments in the world still haven't managed to do so (not even China).
- Online safety is one of the biggest concerns that we have today. Identity theft is at least as significant a threat as cyber-bullying, and yet e-safety issues are perceived as boring, irrelevant, or likely to happen to someone else. This survey was billed as being about 'cyber-bullying' and yet there was very little about it - currently, sexting, social networking bullying are important, but most of the people taking part in this survey won't even know they exist. I'm just not sure how useful the information your collecting is going to be in terms of giving you a picture of how Jersey residents perceive cyber-threats.
- Online safety is the responsibility of parents for under 16yrs. Both on the accessing the information or posting inappropriate photo. Teaching them right from wrong. Adults should be old enough and wise enough to know better. Be responsible for yourself can't keep blaming everyone else to look after you. Log off. Simple. Loan a TV programme if you don't like it you change channel. If the perpetrators that insist on posting inappropriate material online do not get the viewers then eventually that will stop them posting it. More Police time needs to be

spent to investigating the producers and directors of the inappropriate material especially if it involves those participating in the film under duress or under age.

- Online safety is the same as any other aspect of safety -whether it is in crossing the road, getting in cars, talking to strangers. It is down to education on the subject. NOT censorship or clamping down on access.
- Only that parents need to be more aware and savvy, they should step up and take responsibility for their children's viewing and that adults and children should be empowered to delete report or turn off their devices if they are worried.
- Parents are responsible. We live in a free world and I do not want anyone to tell me what I can and cannot see. It is my choice. I am an adult and my responsibility is to my child. We do not want to live in a state where we live like the Middle East...and are banned from viewing certain sites. Further parental controls, I have seen, do not work that great...sites are blocked when they should not. It is easier to let the parents control access and discuss such with their child. If my child does something that I have told them not to then they get punished. The States cannot use the excuse that some parents are unable to control their children... that is wrong and goes against the majority.
- Parents need to be taught to speak to their children between reality and online worlds. Bullying is a big issue; parents should monitor their child's online use.
- Parents really need to keep an eye on children
- People need to stop looking for others to blame and take responsibility, do some research teach your kids and implement the software or rules to use the internet
- Remember, to give no personal information where possible, it is after all the internet!
- So far never had a bad experience, but they exist and I'm aware of that.
- Spam filters, parental controls, Anti-Virus can be used to protect the user from general issues, however the social networking sites cannot generally be blocked from cyber bullying, and this is where legislation should be brought in to protect individuals and their families
- Start prosecuting bloggers who write highly offensive material about people.
- Stop wasting tax payer money - there is no issue here for government to address. Adults need to take responsibility for their own actions and those of their children.
- Take down anonymous sites like ask.fm
- That service providers should be legally responsible for making filter settings more definable.
- The data protection law is being abused in Jersey to silence those who criticise the government.
- The internet is what it is....
- The online world should not be regulated or censored. However, I agree more needs to be done to stop online bullying.
- The police should how much upset and damage malicious comments can cause
- The thing I see with safety online is the bullying the key board gangsters hide away in there room ruining lives and get away with it? It's so sad the amount of suicides lately not just here but throughout the world , we all use the net now and kids especially take things to heart when bullied online and it's costing them there life's , I think it should be treated as man slaughter if a child, man or woman dies because someone hid behind a computer and ruined their life's leading them to take it , these are real sad times we live in I just pray for the parents who have already lost their children

- There are various methods of getting access to the internet without using a local ISP so no local law can realistically hold any individual responsible which is why I believe there should be more awareness on internet security for parents, it is all well saying it is their responsibility which I think it is but the parents should be trained on how to monitor and best secure the internet for their children.
- There is no need to ever have porn on the internet or TV
- There need to be more done centrally and educate users on controls
- there ought to be publications warning of malicious sites
- there should be a basic way that everybody could know how to report any bullying, threatening, abusive emails and block them straight away and be able to tell you where is the person that is sending these emails typing them from, what country, to have an idea if you know them, in my situation i didn't know, anybody from Mexico,
- There should be proper awareness of these activities to the general public.
- There's always the off switch.
- This initiative seems to combine bullying issues with online safety issues. Bullying should be dealt with separately perhaps with a connection to electronic communication legislation where relevant.
- To protect the children against any of this, you need to offer free advice, tutorials and courses for every parent. This should be compulsory education, if the parents haven't gained or learned the necessary skills to protect their children or educate their kids on internet safety then the child should not be allowed to use a computer. Children will be incredibly vulnerable if left to their own devices and without the necessary checks, filters and guidance in place. Most parents do not know how to even turn a computer on! Let alone know what LOL or LMAO means. Educate the moms and dads, make it free and accessible to everyone so they can pass these skills onto their kids and understand this new language and society we now live in. Set the parameters for times that the computer can be used and encourage your children to get out and about more, like playing outside? Maybe we can tackle childhood obesity at the same time?
- Children/students are very clued up on this subject. ESC policies are very clear, and are given to parents freely, what you're doing is causing panic for parents, and problems in education.
- TV has regulation but the internet is a free for all. To be quite honest bring back Mary Whitehouse!!
- up to the parents to supervise children's use of computer, and up to the individual
- Use password if you have to share your computer with your child
- Very hard to police content and material over the internet and individuals must be responsible too rather than blame their provider for insufficient filtering etc. Up to date/new legislation should be introduced as a set of standards that individuals, businesses and schools adhere to, but should be consultative and in keeping with best practice.
- We are in a very worrying compute age which is very difficult for parents to control.
- While there is anonymous use of the internet there will always be those that will provide content that is inappropriate and people that will say things because they can't be traced. Maybe we should all be given a login at birth that we use to access sites that require non-anonymous usage this would then be able to filter the content of the internet based on the age of the user. Or do we look to give the police or some government agency more power cut through the red tape and find individuals that do commit crimes. Or is it down to education. It's a tough subject to tackle. Good Luck

- Would be interested in learning more and would like to take part in future surveys but how secure is this sight to give details. It's like telephone cold calling once you say yes you are contacted two or three times a day
- Yes I feel very uneducated on how to control what my children see I therefore try to supervise their use manually by keeping an eye on them but you cannot always be in the room with them
- Yes, it is high time you got States Members to lead by example on BlogSpot and Twitter. Some only use the Internet to rumour monger others in a highly offensive way.
- Yes, why can't the Gov. just ban the hosting of porn or filter it out somehow. Create opt-in only.
- Young people are becoming desensitized to extreme online content, far beyond Porn and Video Game Violence.

50 and Over Age Group

- Almost since the beginning of the Internet governments have been trying to control it. It scares them because it is a place where people can freely associate (anonymously, if necessary) and express their opinions freely. They can also make commercial exchanges and other kinds of exchange without intermediaries. Governments have always wanted to control the information that citizens can access - which is why there has always been censorship. Big corporations have always wanted to control citizens' access to products, which is why they create monopolies. The Internet was a threat to both of these interest groups, which is why they both sort to control it using different but similar methods. Corporations have sought to control the Internet by tracking and profiling users and restricting their access to non-commercial services. To this end they have used IPR concerns and pressured governments to implement laws to protect their own interests. Governments have sought to control the Internet through monitoring and censorship. GCHQ have a project called 'Control the Internet', which was revealed by the documents released by Edward Snowden. To achieve their ends, governments raise the fear of 'paedo-terrorism' in order to pass laws and frighten ISPs and others into not hosting content the government disapproves of. Jersey's prosecution of a certain politician using the Data Protection Law is an example of this. The next step is to pass a law against 'Cyber Bullying', then interpret any blog that names and shames a politician or States servant as 'bullying', then prosecute the blogger using this sham pretext. Our lives have been moved onto the Internet. We now have no choice but to use it for many official transactions. Unfortunately, the laws that protected our privacy and other rights in the physical world were not carried over to the virtual world. As far as the Internet goes, we are already living in police state in which all of our communications are being recorded and may potentially be used as evidence against us. William Hague said 'If you are not doing anything wrong, you have nothing to fear.' I wonder if Angela Merkel was reassured by that when she discovered her phone had been tapped for ten years?
- As a parent myself I have always felt it was my responsibility to protect and educate my children (now in their 20's) with regard to the potential threats and dangers on-line. I also felt the policies and actions of our education system were key to supporting this (school / youth club etc.).
- As I have teenagers, they would manage to unblock anything I block. I would like ISPs to block porn by default, and bullying issues need to be raised through discussion and awareness raising. There is also the issue of people libelling others on their blogs, and only those who can afford to hire a solicitor can sue. So they get away with it.
- As I've said you must protect yourself by using best possible software

- born 1939, and growing up in post war years, although shy by nature, I had to face adversaries, and bullying. I learnt not to expect others to do my fighting for me, but to develop a backbone of my own. I am therefore fully aware of the BIGGEST safety feature of any electronic device. It is called "The ON/OFF switch". I fail to see how one could be cyber bullied by a switched off computer.
- Children need to be taught and learn for themselves as the current, and all future generations, will become increasingly dependent upon the internet. Learning strategies to deal with new technologies is part of evolution and has been going on since the birth of man.
- Do not know enough about computers. They should automatically be safe
- Don't put your life story on the net. It's not that interesting and will kick you in the backside.
- Educate the parents
- Education and training are the essential features of a safe way of working. It is probably too late for this as the web has become public property and almost all who access it have no real understanding of its perils.
- First and foremost it has to be with the user and the parents if school age as big brother cannot be in every household! If some kind of safety issue is identified it would be nice if more help was available free from a body set up to assist member of the public.
- get rid of all paedophiles on line looking for the vulnerable children
- Glad to see the States are taking an interest regarding online safety.
- Have someone come in to talk about online safety to each school, to vulnerable groups and groups who are learning ICT at the College. Raise awareness via Facebook, etc. Get the JEP to run a series of 3-5 articles on it.
- I believe many would find it difficult to not be 'led away' from their original page on screen by - it must be said - very interesting leaders. These digressions are where I find I am exposed to all sorts of weird, unwanted material!
- I believe that as a parent it was my responsibility to educate my children about how to use the Internet responsibly and how to deal with all types of content. They also needed to know they could report any issues and problems through me. This is more effective than relying on filters etc. which are not fool proof and restrict access to required sites too.
- I believe that children should have legal protection in a similar way to wearing seatbelts whilst driving. i.e. they are monitored by law
- I do not know enough about online safety so it should be made as standard where we are all protected. Or have online support to report and gain advice.
- I do think that Facebook/ Twitter etc. could be more proactive in preventing on line abuse.
- I feel with kids, you can only protect them so much. You have to teach them properly regardless of the internet and hope they follow your advice etc. You can't watch them 24/7.
- I think evening classes for parent's should be offered to teach them the basics
- I totally think that certain websites shouldn't even be allowed to be on the web & should be closed down & banned.
- If are an IT professional you should be equipped to deal with the issues discussed in this survey and how to control them.
- If you can't stand the heat, keep out of the kitchen!
- Inappropriate material should not be generally available. If a person really wants porn then they should have to pay for it as opt in.

- Individuals should be in control of their own safety and content, and that viewed by their children. We do not need a governing body stating what we can and cannot see, especially in light of the archaic laws which still keep Jersey firmly in the 17th Century.
- Internet content will always be viewed by people who want to, and will always find a way to access past security measures. Good Education and Good Parenting should be the way forward. I would imagine there is too much money at stake for web providers to filter out all the rubbish you get from them. Regulations will always be ignored
- Is there a leaflet published on Internet safety? I would be interested to see one.
- Is this purely a question of safety? Localised action in the Channel Islands is simply impractical unless those guilty of internet 'crimes' reside within the islands. Even then, and unfortunately, identifying them is very difficult as there are so many 'routes' into the web over which we have little or no control. A simple Gmail, Hotmail or Yahoo account is virtually untraceable and open wireless connections allows considerable anonymity. The last thing we want is government censorship but stronger laws to prosecute locals who engage in malicious activity on the net would be welcome.
- It is impossible for parents to completely police what a child sees or does on the internet. It is the government and organizations like CEOP who need to help protect young people
- It's a bit like road safety - we're personally responsible for being careful when we cross roads etc. but when a crime is committed you need police, government laws etc.
- It's a major problem which I believe has grown too big to be properly policed. It should have been properly dealt with when the World Wide Web started
- It's really up to individuals to understand the risks and behave appropriately to protect themselves
- Jersey has an unhealthy issue with online intimidatory behaviour caused by a very small number of individuals. They need to be dealt with
- Just be careful of what you divulge on the net.
- Kids are so tech-savvy these days their parents have a difficult job to keep up, there are so many mobile devices now, it is no good just supervising their internet use on a home computer any more. Adults can look after themselves and can just click away from offensive sites. It is the safety of children that should be our priority.
- Laws that curtail free speech must be avoided. Libel laws are available now and are never used, maybe because the writer was speaking the truth.
- More education on the subject at school.
- more parental control over what their children are accessing minimum age for accessing social networking sites/or age appropriate
- Must involve the children in taking control themselves. Show them what is acceptable. They can become parents themselves and vote at 16, we must give them the physical, emotional and psychological tools to deal with internet realities.
- No, especially if everything works properly
- None if it works in internet and information security
- Not really. Just be very aware of what you are doing .and who you are talking to.
- Online content is almost impossible to police effectively as there are always work arounds. Children are particularly adept at circumventing any controls applied.

- Online safety is a hugely overrated issue that is regularly hyped up by the media on the back of a limited number of unfortunate outcomes. Cyber bullying is barely different to what takes place in school playgrounds every day. The serious online threat is grooming by sexual predators, which is essentially an identity issue.
- NO GOVERNMENT INVOLVEMENT PLEASE
- Other than it is not the business of government to regulate how parents bring their children up, no.
- Our politicians should set a good example for online bullying. PPC need to get involved when they don't.
- Parents have to make sure they can access their children's Private messages and Skype conversations. Main concern is when the child begins to block their parents and this tends to happen around 15 years of age...
- Parents must take more notice of their children's internet activities
- Parents should more control and be aware what their children watch or do on the pc, the children should not have a pc in their bedroom
- Part of the problem is lack of knowledge and understanding of the new technology. Secondly, don't just focus on online bullying - all types of bullying should be more actively handled.
- People ought to be able to look for things without porn sites popping up.
- Protection of minors is a priority however as a 50-year adult I feel it as un-necessary interference. I agree some may need protection but there should be an "opt out" for those of us savvy enough to understand right from wrong.
- Regulation will undermine the freedom of the net, the reason that it came into being. Parents should be responsible for their own children, as in in walks of life 'user beware' comes into mind.
- Some parents have different values & this is an ongoing concern & not just internet safety. The pressures are immense on youngsters & they need skills in being able to cope with pressure in uncomfortable situations which may mean leaving a friendship group. The school bus environment is an education in itself with 3G availability. Those kids with 3G access also show others in school to either be 'cool' or shock those whom they have targeted!
- Someone should be made responsible for spam content
- states of jersey reputation for its own security is very flawed
- Stop trying to treat us all like children
- There are plenty of free solutions out there to help parents keep their children safe online; however at the end of the day, would a responsible parent allow their child to play on a busy road?
- There is a fine line between freedom of speech and censorship, and I am wholly opposed to rules which remove freedom of speech (as in China, for example). Moreover, it should also be possible to criticise or question those who use the internet to promote enterprises without giving adequate details about their bona fide, e.g. an organisation acting as a charity should be able to be questioned about accounts, or what it does with its money, or how much fund they raised in an event. That would seem to be entirely proper questioning, and could be conducted in a robust way. To avoid scrutiny by claiming harassment is clearly something that is bad, and any procedures in place should distinguish between abusive name calling, and asking a person or group collecting for a charity to supply sufficient details of the bona fide running of the same.

- Unfortunately, regardless of how many restrictions are put in place, it is impossible to block certain content or prevent fraud. Use as many safeguards as possible and be responsible for your own safety and those, such as children, who need protection. Don't forget most kids are far more computer literate than their parents! It is up to the parents to advise their offspring of the dangers involved and ensure that they are always able to talk to their parents about any issues they encounter, be it porn or bullying.
- We do not need legalisation to deal with this; it is not a major problem.
- Yes, i fear when any authorities think they are the ones, who can control [censor] our communications!

Appendix 1.0 – Survey

survey independently conducted by

island analysis

+44(0) 1481 716227 | info@islandanalysis.com | www.islandanalysis.com
PO Box 288 | One Comet Street | St. Peter Port | Guernsey | GY1 3RN

Jersey Online Safety and Behaviour Survey

Island Analysis is conducting independent research on behalf of the States of Jersey Economic Development Department regarding online safety and behaviour.

All responses are non-attributable and will only be used on a cumulative basis.

SECTION 1 – About you

Please indicate your gender: *

- Male Female

What is your age group? *

- 16 - 19
 20 - 25
 26 - 29
 30 - 39
 40 - 49
 50 - 59
 60 - 69
 70+

In which parish do you live? *

- | | |
|-----------------------------------|----------------------------------|
| <input type="radio"/> Grouville | <input type="radio"/> St Martin |
| <input type="radio"/> St Brelade | <input type="radio"/> St Mary |
| <input type="radio"/> St Clement | <input type="radio"/> St Ouen |
| <input type="radio"/> St Helier | <input type="radio"/> St Peter |
| <input type="radio"/> St John | <input type="radio"/> St Saviour |
| <input type="radio"/> St Lawrence | <input type="radio"/> Trinity |

SECTION 2 – Internet Use

1. Which of the following devices do you use at least once per week to access the internet? (Please select all that apply) *

- Desktop computer at work
 - Desktop computer at home
 - Laptop computer at work
 - Laptop computer at home
 - Tablet
 - Mobile smart phone
 - Ordinary mobile phone
 - MP3 player
 - Gaming console
 - None of the above
 - Other (please specify):
-

2. How concerned are you with regard to being exposed to inappropriate, malicious or offensive content online? (Content may be online bullying, harmful comments, statements that have caused offence, pornographic or violent material) *

- Very concerned
- Concerned
- Not particularly concerned
- Not concerned at all
- No view

Comments

3. How aware are you of actions that you could take with regard to blocking content, getting help or reporting online content? *

- Very aware
 - Aware
 - Not very aware
 - Not aware at all
-

4. How confident are you of knowing what to do regarding malicious or offensive content if you came across it online? *

- Very confident (I know how to report or block content and how to go about it)
 - Fairly confident (I would know how to report or block content on certain websites)
 - Not very confident (I would not really know what to do if I came across malicious or offensive content)
 - Not confident at all (I would not know what to do if I came across malicious or offensive content)
 - No view
-

5. If you come across malicious, offensive or inappropriate material online, what action do you usually take? *

- Ignore the content
 - Report the content
 - Block the content
 - Depends on the type of content
-

If it depends on the type of content, please specify what type of content would prompt you to report or block it.

6. Have you experienced any of the following occurring online in the last 12 months? (Please select all that apply) *

- Unsolicited emails
- Unwanted sexual content
- Unwanted violent content
- Upsetting material
- Privacy issues
- An offensive comment directed at you through social media
- Threatening communications
- Been offended by something that you have seen online
- Experienced online bullying
- Security threat e.g. virus
- Online fraud attempt
- Identity theft
- Financial loss
- None of the above
- Other (please specify):

If yes to any of the above, did you take any action against the activity you experienced? *

- Yes
- No

Please describe what action you took or provide further details:

If yes to any of the answers in question 6, has it had an impact on the way you use the internet? *

- Yes
- To some extent
- No

Please describe what impact (if any) it has had:

7. How often do you use the following online services?

	Several times per day	Daily	Weekly	Occasionally (once a month)	Rarely (once every few months)	Never
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LinkedIn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MySpace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YouTube	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google+	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flickr	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask.fm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snap Chat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instagram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 3 – Online safety

8. How often do you undertake the following online activities?

	Several times per day	Daily	Weekly	Occasionally (once a month)	Rarely (once every few months)	Never	Don't know or not applicable
Browsing the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using social networking sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloading music or movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Viewing videos or movies (e.g. YouTube)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone or video calls (e.g. Skype)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening to radio and music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding or editing web content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


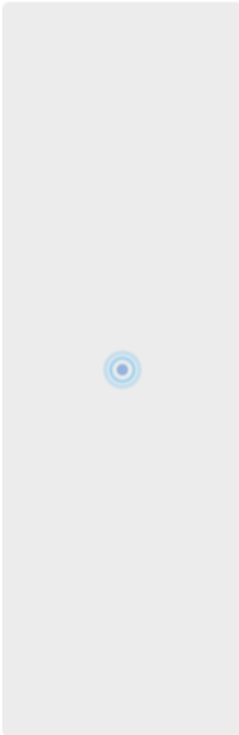











9. Have you ever looked for information regarding reporting offensive or malicious behaviour or content online? *

- Yes
- No
- Do not know

If yes, please state what aspects you were interested in:

10. Who do you think should be responsible for internet safety and security for those over the age of 18? (Please drag and drop as many as you feel is appropriate with the most responsible first)

Drag items from the left-hand list into the right-hand list to order them.

The government of where the online content is hosted 	
Website owners/creators 	
Internet provider 	
Individual internet users 	
The government of where you access online content 	
Police 	
A governing body (set up specifically for e-safety issues) 	
Software providers (e.g. anti-virus software or filtering software) 	
The organisation you are accessing the internet through (e.g. school, work place or college) 	
Don't know 	
No view 	
Other (please specify below) 	

Other (if selected above) or any additional comments

11. Who do you think should be responsible for internet safety and security for minors under the age of 18? (Please drag and drop as many as you feel is appropriate with the most responsible first)

Drag items from the left-hand list into the right-hand list to order them.

The government of where the online content is hosted	➔
Individual internet users	➔
Software providers (e.g. anti-virus software or filtering software)	➔
Police	➔
The government of where you access online content	➔
Parents	➔
The organisation you are accessing the internet through (e.g. school, work place or college)	➔
A governing body (set up specifically for e-safety issues)	➔
Website owners/creators	➔
Internet provider	➔
Don't know	➔
No view	➔
Other (please specify below)	➔

Other (if selected above) or any additional comments

12. How aware are you of what current legislation is in place in Jersey to protect the public from malicious, threatening or offensive online behaviour? *

- Very aware
- Aware
- Not very aware
- Not aware at all

13. Do you have any children (under 18) in your household who use a computer or mobile device to access the Internet? *

- Yes
- No

SECTION 4 – Online Safety of Children and Minors

14. Have you or someone else to your knowledge spoken to your child/children about safety online? (Please select all that apply) *

- Yes, I have spoken to my child
- Yes, a family friend or relative had spoken to my child
- Yes, I understand that my child's school has spoken to them regarding e-safety
- Yes, my child's peers have spoken to them regarding online safety
- No, I am not aware that my child has been spoken to regarding online safety
- Other (please specify): *

Comments

15. Which, if any of the following parental controls are on your child's /children's device(s)? (Please select all that apply) *

- Content filters
- Timed devices (to turn off at specific times of the day)
- Password protection
- I am not aware of any
- Other (please specify):

16. How confident are you that such controls are providing enough protection in your child's access to online content? *

- Very confident
- Confident
- Not very confident
- Not confident at all
- No view

17. If you are a parent, what are your top three main concerns regarding types of content/experiences that your child could experience online?

1.
2.
3.

18. Are you aware of anything online that has upset your child (children)? *

- Yes
- No

If yes, please specify if possible:

19. Finally, do you have any additional comments regarding online safety?