DAPHNE III questionnaire: Interventions for cyberbullying

DAPHNE III is a series of EU-funded projects. This DAPHNE III project (2010-2012) aims to build on the findings of a previous DAPHNE II project (2007-2009) which focused on cyberbullying in secondary schools.

This questionnaire is about the type of guidance; resources and interventions that secondary schools in England use to prevent and respond to cyberbullying. Teaching and training in e-safety for staff and students is included as part of the prevention of cyberbullying. We are interested in how many resources and interventions you have used and your opinions on their usefulness and effectiveness.

Please answer as many questions as you can in this survey and return it **by February half term** as we are working on a tight time schedule.

Questionnaires can be returned by:
- o email to f.thompson@gold.ac.uk or
- o post to Fran Thompson, Unit for School and Family Studies, Goldsmiths, University of London, New Cross, London, SE14 6NW

Please help us achieve a good response rate, and hence valid and useful findings for everyone. The information you provide is for research purposes only and we will not identify any school or informant by name in our final report, or in any publications.

By completing the questionnaire we will assume that you have consented for your data to be used in our research. Your participation is entirely voluntary and you may withdraw your data at any time.

Feel free to contact us for any further information. Thank you very much for your help.

Fran Thompson (Researcher)   pss01ft@gold.ac.uk   Tel: 020 8244 6117

Peter K. Smith (Emeritus Professor)   pss01pks@gold.ac.uk   Tel: 020 7919 7898

DAPHNE III questionnaire: Interventions for cyberbullying

Your name and contact details are needed only should we need to clarify any of your comments. Your information is confidential and you and your school will not be identified in any report or journal article.

Name:	Date:
School:	Job role:

About cyberbullying: **Cyberbullying is bullying using mobile phones and/or the internet.**

Q1: How many incidents of cyberbullying have there been in your school in the last year?
(If you have had no cyberbullying incidents please go to **Q 5**).

Q2: Who reported the cyberbullying? Please cross all boxes that apply:

☐ Bullied student/s	☐ Other student/s
☐ Peer supporters	☐ Parents/carers
☐ A member of staff	☐ Police officer/PCSO/Beats Officer

Other form of reporting (please specify):

Q3: If a cyberbullying incident took place out of school, were you still expected to deal with it?

☐ Yes   ☐ No

If yes, how did you deal with it?

Q4: Where appropriate, have you reported cyberbullying to the websites or service providers?

☐ Yes   ☐ No

If yes, did they remove the content?

☐ Yes   ☐ No

If yes, how long did it take?

Anti-bullying policies and cyberbullying: **Please cross all boxes that apply**.

Q5: Have you banned the use of mobile phones in school?

☐ Yes   ☐ No

If yes, has this had any effect?

Q6: Do you use an ICT contract or an Acceptable Use Policy (AUP) signed by parents and students?

☐ Yes   ☐ No

If yes, has this had any effect?

Staff training in e-safety

Q7: Have your staff received training in e-safety? Please cross <u>one</u> box.

☐ All our staff have had e-safety training and continue to have regular training for any new developments in e-safety.

☐ All our staff have had e-safety training but have not had any updates.

☐ Some staff have had e-safety training.

☐ Staff are about to have e-safety training.

☐ None of our staff have had e-safety training but we would like to have it in future . please go to **Q10**.

☐ None of our staff have had any e-safety training and it is not a priority for us. please go to **Q10**.

Q8: If your staff have received training in e-safety, who trained them?

Q9: How helpful did they find the training? Please cross one box.

☐ Very helpful   ☐ Helpful   ☐ Unsure   ☐ Unhelpful   ☐ Very unhelpful

Reporting and recording cyberbullying: **Please cross all boxes that apply**.

Q10: Which <u>reporting</u> systems do you use?	Q11: Which <u>recording</u> systems do you use?
☐ Paper (bully box or peer supporters box)	☐ Paper-based records
☐ Online (school portal/intranet)	☐ Computer-based records (Excel)
☐ Computer programme (SIMS; SHARP)	☐ Computer programme (SIMS; SHARP)
☐ Peer support schemes, including CyberMentors	☐ Peer support scheme records
☐ No formal reporting system	☐ No formal recording system
☐ Other reporting systems (please specify):	☐ Other recording systems (please specify):

Guidance for cyberbullying: **Please cross circles and boxes as appropriate.**

Q12: Have you used the Safe to Learn cyberbullying guidance provided by the former Department of Children, Schools and Families (DCSF)?
www.digizen.org/downloads/CYBERBULLYING.pdf

| ◯ I've heard of it, I know what it is and I've used it. | ◯ I've heard of it, I know what it is but I haven't used it. | ◯ I've heard of it but I'm not sure what it is. | ◯ I've never heard of it. |

If you have used the Safe to Learn cyberbullying guidance, please answer the following questions. **If you have not, please go to Q13.**

How easy was it to navigate the website?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How easy was it to access the guidance?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How easy was it to use the guidance?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult

How helpful did you find the guidance?

☐ Very helpful ☐ Helpful ☐ Unsure ☐ Unhelpful ☐ Very unhelpful

Comments:

Q13: Have you used another guidance or resource for e-safety and cyberbullying?

Q14: What other guidance or resource would be useful to you and your students?

Preventing cyberbullying

Q15: Have you provided e-safety training and guidance for students to manage their own use of the internet?

☐ Yes ☐ No

If yes, how often do you provide this?

Q16: Do you deliver e-safety training and guidance through the curriculum (e.g. PSHEE; drama; ITC lessons)?

☐ Yes ☐ No

If yes, how helpful do you think the students found these lessons?

☐ Very helpful ☐ Helpful ☐ Unsure ☐ Unhelpful ☐ Very unhelpful

Q17: Do you deliver e-safety training and guidance through assemblies?

☐ Yes ☐ No

If yes, how helpful do you think the students found these assemblies?

☐ Very helpful ☐ Helpful ☐ Unsure ☐ Unhelpful ☐ Very unhelpful

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Q18: Have you used the Child Exploitation and Online Protection (CEOP) training and resources available from the Thinkuknow website www.thinkuknow.co.uk**?**

◯ I've heard of it, I know what it is and I've used it.　◯ I've heard of it, I know what it is but I haven't used it.　◯ I've heard of it but I'm not sure what it is.　◯ I've never heard of it.

If you have used the CEOP training and resources, please answer the following questions. If you have not, please go to Q19.

How easy was it to navigate the website?	☐ Very easy	☐ Easy	☐ Unsure	☐ Difficult	☐ Very difficult
How easy was it to access the resources?	☐ Very easy	☐ Easy	☐ Unsure	☐ Difficult	☐ Very difficult
How easy was it to use the resources?	☐ Very easy	☐ Easy	☐ Unsure	☐ Difficult	☐ Very difficult

How helpful did you find the training?

☐ Very helpful ☐ Helpful ☐ Unsure ☐ Unhelpful ☐ Very unhelpful

How helpful do you think the students found these resources?

☐ Very helpful ☐ Helpful ☐ Unsure ☐ Unhelpful ☐ Very unhelpful

Comments:

Q19: Have you used Childnet International resources available from the KnowITall website http://childnet-int.org/kia/ **?**

◯ I've heard of it, I know what it is and I've used it.　◯ I've heard of it, I know what it is but I haven't used it.　◯ I've heard of it but I'm not sure what it is.　◯ I've never heard of it.

If you have used Childnet International's resources, please answer the following questions. If you have not, please go to Q 20.

How easy was it to navigate the website?	☐ Very easy	☐ Easy	☐ Unsure	☐ Difficult	☐ Very difficult
How easy was it to access the resources?	☐ Very easy	☐ Easy	☐ Unsure	☐ Difficult	☐ Very difficult
How easy was it to use the resources?	☐ Very easy	☐ Easy	☐ Unsure	☐ Difficult	☐ Very difficult

How helpful do you think the students found these resources?

☐ Very helpful ☐ Helpful ☐ Unsure ☐ Unhelpful ☐ Very unhelpful

Comments:

Q20: Have you used or recommended the Safer Internet Day 2011 toolkit (ins@fe) to your students about safety during online gaming www.saferinternet.org.uk**?**

| ◯ | I've heard of it, I know what it is and I've used it. | ◯ | I've heard of it, I know what it is but I haven't used it. | ◯ | I've heard of it but I'm not sure what it is. | ◯ | I've never heard of it. |

If you have used the Safer Internet Day 2011 toolkit, please answer the following questions.
If you have not, please go to Q 21.

How easy was it to navigate the website?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How easy was it to access the resources?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How easy was it to use the resources?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How helpful do you think the students found these resources?	
☐ Very helpful　　☐ Helpful　　☐ Unsure　　☐ Unhelpful　　☐ Very unhelpful	
Comments:	

Q21: Have you used the UK Council for Child Internet Safety (UKCCIS) website www.education.gov.uk/ukccis **and recommended the Click Clever, Click Safe resources for your students?**

| ◯ | I've heard of it, I know what it is and I've used it. | ◯ | I've heard of it, I know what it is but I haven't used it. | ◯ | I've heard of it but I'm not sure what it is. | ◯ | I've never heard of it. |

If you have used the UKCCIS website and guidance, please answer the following questions.
If you have not, please go to Q 22.

How easy was it to navigate the website?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How easy was it to access the resources?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How easy was it to use the resources?	☐ Very easy ☐ Easy ☐ Unsure ☐ Difficult ☐ Very difficult
How helpful do you think the students found these resources?	
☐ Very helpful　　☐ Helpful　　☐ Unsure　　☐ Unhelpful　　☐ Very unhelpful	
Comments:	

Q22: Have you used the Safer School Partnership or a Police Liaison Officer/Police Community Support Officer (PCSO) to make e-safety presentations?

◯ I've heard of it, I know what it is and I've used it.	◯ I've heard of it, I know what it is but I haven't used it.	◯ I've heard of it but I'm not sure what it is.	◯ I've never heard of it.

If you have used a police officer to make e-safety presentations, please answer the following questions. **If you have not, please go to Q 23.**

Have you had a Safer Schools Officer/PCSO based in your school on a regular basis?

☐ Yes ☐ No . if no, can you say why not?

Or, have you accessed police support on a 'on demand' basis as and when the need arises?

☐ Yes ☐ No

If yes, can you say when?

To whom has the Safer Schools Officer/PCSO made presentations? Cross all that apply.

☐ Students　　　☐ Parents　　　☐ School staff

☐ Other (please specify):

When and how often have you asked your Safer Schools Officer/PCSO to make e-safety presentations?

How helpful have the students and parents found the information from the police?

☐ Very helpful　　　☐ Helpful　　　☐ Unsure　　　☐ Unhelpful　　　☐ Very unhelpful

Comments:

Parents and cyberbullying

Q23: Have you provided parents with advice and guidance on e-safety and cyberbullying?

☐ Yes　　　☐ No

If yes, what have you done? Please cross all boxes that apply.

☐　A special parents' e-safety session

☐　Parents' e-safety courses

☐　Police presentations

☐　E-safety resources sent home with students (e.g. CDs; newsletters)

☐　Other advice or guidance (please specify):

Peer support schemes

Q24: Have you used any kind of peer support scheme at your school?

| ◯ | I've heard of it, I know what it is and I've used it. | ◯ | I've heard of it, I know what it is but I haven't used it | ◯ | I've heard of it but I'm not sure what it is | ◯ | I've never heard of it |

If you have used a peer support scheme at your school, please answer the following questions. **If you have not, please go to Q 25.**

Have your peer supporters been trained to help/advise on e-safety and cyberbullying?	☐ Yes ☐ No
Has your peer support scheme provided support and guidance to pupils for e-safety and cyberbullying?	☐ Yes ☐ No

How effective has your peer support scheme been in promoting e-safety and reporting and dealing with cyberbullying?

☐ Very effective ☐ Effective ☐ Unsure ☐ Not effective ☐ Very ineffective

Comments:

Q25: Have you used Beatbullying CyberMentors at your school? www.cybermentors.org.uk

| ◯ | I've heard of it, I know what it is and I've used it. | ◯ | I've heard of it, I know what it is but I haven't used it. | ◯ | I've heard of it but I'm not sure what it is. | ◯ | I've never heard of it. |

If you have used Beatbullying CyberMentors at your school, please answer the following questions. **If you have not, please go to Q 26.**

Have your CyberMentors been trained to help/advise on e-safety and cyberbullying?	☐ Yes ☐ No
Have your CyberMentors provided support and guidance to pupils for e-safety and cyberbullying?	☐ Yes ☐ No

How effective have your CyberMentors been in promoting e-safety and reporting and dealing with cyberbullying?

☐ Very effective ☐ Effective ☐ Unsure ☐ Not effective ☐ Very ineffective

Comments:

Responding to cyberbullying

Q26: Have you used serious talks to respond to cyberbullying?

Serious talks are an initial discussion between a teacher and the students involved in a cyberbullying incident which are **not** yet part of further direct sanctions; restorative approaches or the support group method.

| ○ I've heard of it, I know what it is and I've used it. | ○ I've heard of it, I know what it is but I haven't used it. | ○ I've heard of it but I'm not sure what it is. | ○ I've never heard of it. |

If you have used serious talks to respond to cyberbullying, please answer the following questions. If you have not, please go to Q 27.

How effective were the serious talks as a response to cyberbullying?

☐ Very effective   ☐ Effective   ☐ Unsure   ☐ Not effective   ☐ Very ineffective

Comments:

Q27: Have you used restorative approaches to respond to cyberbullying?

Restorative approaches are a range of flexible responses, which includes problem-solving circles; restorative discussions; restorative reconnection meetings between staff and pupils; restorative thinking plans; mini-conferences; classroom conferences and full restorative conferences. Restorative approaches work to resolve conflict and repair harm, encouraging those who have caused harm to acknowledge the impact of what they have done and make reparation (e.g. International Institute of Restorative Practice; Margaret Thosborne; Belinda Hopkins or local authority training).

| ○ I've heard of it, I know what it is and I've used it. | ○ I've heard of it, I know what it is but I haven't used it. | ○ I've heard of it but I'm not sure what it is. | ○ I've never heard of it. |

If you have used restorative approaches to respond to cyberbullying, please answer the following questions. If you have not, please go to Q 28.

How effective were the restorative approaches as a response to cyberbullying?

☐ Very effective   ☐ Effective   ☐ Unsure   ☐ Not effective   ☐ Very ineffective

Comments:

Q28: Have you used the support group method to respond to cyberbullying?

The support group method (Maines and Robinson, 1991) uses a group-based approach to respond to a bullying incident, following seven steps. In a group meeting, a facilitator explains to the group that the bullied pupil has a problem. The bullying pupil(s) are not required to acknowledge that they themselves had taken part in the bullying, but the facilitator emphasises that all participants must take joint responsibility to help the bullied pupil feel safe.

| ○ I've heard of it, I know what it is and I've used it. | ○ I've heard of it, I know what it is but I haven't used it. | ○ I've heard of it but I'm not sure what it is. | ○ I've never heard of it. |

If you have used the support group method to respond to cyberbullying, please answer the following questions. If you have not, please go to Q 29.

How effective was the support group method as a response to cyberbullying?
☐ Very effective ☐ Effective ☐ Unsure ☐ Not effective ☐ Very ineffective
Comments:

Q29: Have you used direct sanctions to respond to cyberbullying?

Direct sanctions are not so much one strategy or method, but a collective term describing a range of disciplinary procedures used by schools. Sanctions range from verbal reprimands; meetings with parents; temporary removals from class; withdrawal of privileges; school community service; detentions and internal exclusion in a special room; short-term exclusion; and permanent exclusion.

◯ I've heard of it, I know what it is and I've used it.	◯ I've heard of it, I know what it is but I haven't used it.	◯ I've heard of it but I'm not sure what it is.	◯ I've never heard of it.

If you have used direct sanctions to respond to cyberbullying, please answer the following questions. If you have not, please go to Q 30.

How effective were the direct sanctions as a response to cyberbullying?
☐ Very effective ☐ Effective ☐ Unsure ☐ Not effective ☐ Very ineffective
Comments:

Q30: Have you involved a police officer (Safer Schools Officer/Police Liaison Officer/PCSO) to help you respond to cyberbullying?

◯ I've heard of it, I know what it is and I've used it.	◯ I've heard of it, I know what it is but I haven't used it.	◯ I've heard of it but I'm not sure what it is.	◯ I've never heard of it.

If you have involved a police officer to respond to cyberbullying, please answer the following questions. If you have not, please go to Q 31.

Please indicate in what way you have used police involvement: (Cross all boxes that apply)
☐ Warnings ☐ Advice to pupils ☐ Mediation ☐ Involvement of parents ☐ Police caution
☐ Restorative approaches/justice.
If yes, was the police officer trained? ☐ Yes ☐ No ☐ Don't know
☐ Other response involving the police (please specify):
How effective was the police involvement as a response to cyberbullying?
☐ Very effective ☐ Effective ☐ Unsure ☐ Not effective ☐ Very ineffective
Comments:

Q31: Have you used <u>any other strategy to</u> respond to cyberbullying?

☐ Yes   ☐ No

If yes, name and briefly describe the strategy here:

How effective was this other strategy as a response to cyberbullying?

☐ Very effective   ☐ Effective   ☐ Unsure   ☐ Not effective   ☐ Very ineffective

Comments:

Q32: Any further comments on cyberbullying?

Thank you for answering our questionnaire.