

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Online Hate – Victim’s Experience Survey

This survey is part of the Mayor of London’s work on hate crime in London. The Mayor’s Office for Policing and Crime (MOPAC) is responsible for setting out crime priorities for the Metropolitan Police and making sure our police force works in a way that suits different people in different communities. Working with the Metropolitan Police, we have set up a project to investigate online hate crime. We want to understand the experiences and views of online hate victims to inform how we work. Your views are important to us and will help us shape the design of the approach taken and support offered to victims.

Participation in this survey is voluntary and you are free to withdraw at any point. The survey is anonymous and all answers will be treated in confidence. There are no right answers so please be honest and open about your experiences. In total, this survey should take no longer than 15 minutes to complete. Thank you for your time and support.

MOPAC Evidence & Insight (Research) Team

About the incident

1. Were you? (please tick relevant box)

- A direct victim of hate
- A member of a targeted group
- Other

Please specify.....

2. What personal characteristics do you believe were targeted by the perpetrator/s? (tick all that apply)

- Race
- Religion
- Transgender identity
- Sexual orientation
- Disability
- Age
- Subculture
- Other

Please specify.....

3. Do you believe the perpetrator had connections to any specific hate group/organisation (e.g. EDL, Britain First, Isis, etc.)?

- Yes
Please specify.....
- No
- I’m not sure

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

4. Where do you think the perpetrator was posting the abuse from?

United Kingdom

Other countries

Please specify if you can.....

I don't know

5. Have you been targeted by the same perpetrator before?

Yes

No

I'm not sure

6. If you answered "Yes" to Question 5...

Please tell us how often the harassment has taken place. (*Leave blank if you have not been targeted before*)

Daily or almost daily

On a weekly basis

Once in several weeks

About once a month

Once in several months

Once a year

Less than once a year

Other

Please specify.....

7. Have you been targeted by other perpetrators before?

Yes

No

I'm not sure

8. If you answered "Yes" to Question 7...

Please tell us how often the abuse has taken place. (*Leave blank if you have not been targeted before*)

Daily or almost daily

On a weekly basis

Once in several weeks

About once a month

Once in several months

Once a year

Less than once a year

Other

Please specify.....

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Reporting and accessing support

9. Did you report the incident to the social media/website provider?

- Yes
- No
- I did not know I could
- I could not find the appropriate tool for reporting on the website used

10. If you answered "Yes" to Question 9...

Please tell us what happened as a result of your report. (*Leave blank if you did not report*)

- Perpetrator's user account was deleted
- The hate content was deleted, but I received further abuse
- The hate content was deleted and the abuse has stopped
- Online platform provider did not find the content inappropriate
- I have not received any response or reaction
- Other
Please specify.....

11. If you answered "Yes" to Question 9...

Please tell us how satisfied you felt with the reaction from the online platform provider. (*Leave blank if you did not report*).

- Strongly satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Strongly dissatisfied

12. Did you report this incident to any of the following organisations? (*tick all that apply*)

- Police
- True Vision (report-it.org.uk - a website where you can report online hate)
- An organisation offering help to hate victims
- I did not report it to anyone
Please specify.....

13. If you reported it to any organisation (other than social media), please describe what response and/or help you received from the organisation in question? (*leave blank if you did not report it*)

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

74. If you reported it to any organisation (other than social media), please tell us how satisfied you were with the response you received from the following.
(leave blank if you did not report it to any of the listed organisations)

	Strongly Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Strongly dissatisfied	N/A
Police						
True Vision						
Other Organisation						

15. Did you seek support from any of the following? *(tick all that apply)*

- Family and friends
- Police
- Victim support organisations
- Local Authorities
- I did not seek any support
- Other

Please specify.....

The impact on you

16. In your own words, please explain how this experience made you feel?
You can provide us with a narrative or use single words (e.g. 'upset', 'angry', 'motivated to challenge the perpetrator', etc.).

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

17. Do you feel that as a result of the online hate you changed your online or offline behaviour?

- Yes, online
- Yes, offline
- Yes, both online and offline
- It did not impact on my behaviour

18. If your behaviour was changed (either online or offline or both), please explain in your own words how you and your feelings of safety were affected. (*leave blank if your behaviour was not affected*)

19. In future, if you receive hate speech, what would you like to be done about it? (tick all that apply)

- Police to investigate the incident
- I'd like to be offered professional support
- The perpetrator to be banned from the social media website/s
- The content to disappear
- I'd want the reporting process to be easier
- Other
Please specify.....

About you

20. Have you been a victim of offline hate crime?

- Yes
- No
- Prefer not to say

21. What is your age?

- 17 or under
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

22. What is your gender identity?

- Male
- Female
- Non-binary
- Prefer not to say
- Other

Please specify.....

23. Are you transgender?

- Yes
- No
- Prefer not to say

24. Are you intersex?

- Yes
- No
- Prefer not to say

25. What is your sexual orientation?

- Heterosexual
- Lesbian
- Gay
- Bisexual
- Queer
- Asexual
- Prefer not to say
- Other

Please specify.....

26. What is your ethnic group?

- White (including English, Welsh, Scottish, Northern Irish, Irish, Gypsy or Irish Traveller or any other White background)
- Black (including Black British, African, Caribbean and any other Black background)
- Asian (including Asian British, Pakistani, Bangladeshi, Chinese and any other Asian background)
- Mixed (including White and Black Caribbean, White and Black African, White and Asian, any other Mixed or Multiple ethnic groups)
- Other ethnic group (including Arab and any other ethnic group)

Please specify.....

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

27. What is your religion?

- No religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Any other religion
Please specify.....

28. Are you a disabled person?

- Yes
- No
- Prefer not to say

29. Are you a Deaf person (BSL user)?

- Yes
- No
- Prefer not to say

30. Do you have any of the following disabilities? (tick all that apply)

- A physical disability
- A sensory impairment
- Learning difficulties
- Mental health issues
- Neuro diverse/ on the autistic spectrum
- Long term health issues
- Prefer not to say
- Other disability
Please specify.....

31. Where did you find this survey?

- Website of a third party victim support organisation
- Newsletter
- I was sent the survey because I reported online hate
- My friend/family shared it with me
- Other
Please specify.....

Thank you for completing this survey and sharing your experiences.