

CHARITIES AGAINST HATE

bringing positive change to social platforms

Lived Experience Survey Findings

The Lived Experience Working Group is one of Charities Against Hate's seven working groups. Their aim is to explore the experiences for charity beneficiaries, supporters, staff and volunteers on social media, and ensure their involvement in shaping this project and in bringing about change.

In September 2020, the Lived Experience Working Group created three surveys for charity beneficiaries, supporters and the staff who look after social media accounts and forums to better understand their experiences of online hate.

The surveys were promoted through Charities Against Hate participating organisations and via the Charities Against Hate Twitter account. There were 423 responses across all surveys: beneficiaries (224), supporters (142) and staff (57).

Of the 224 charity beneficiaries who responded to the survey, 81% had experienced hate online themselves or witnessed others being targeted.

Of the 142 supporters surveyed, 49% had experienced hate online themselves or witnessed someone else being targeted.

Of the 57 staff surveyed, 61% had experienced online hate while working with their current organisation.

“It is mentally exhausting to constantly read hateful posts **not even directed at me but to other people.**”

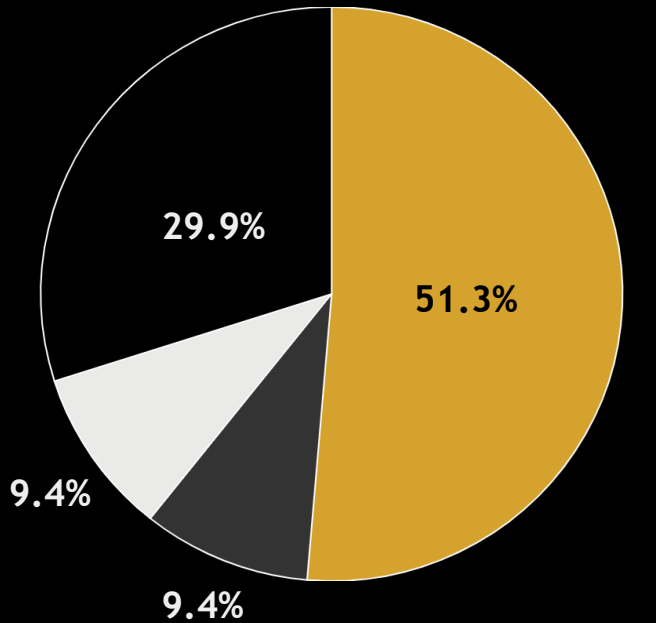
Forms of online hate

For both beneficiaries and supporters, the most common forms of online hate they've experienced include **very offensive posts** or **comments** and **trolling** (posts or comments that are meant to upset people and get them into an argument).

Form of online hate	% of beneficiaries
Very offensive posts or comments	61.16
Trolling (posts or comments that are meant to upset people and get them into an argument)	61.16
Anything else that encourages people to be horrible to someone else or a group of people	37.95
Words, images and videos that encourage people to be violent to others	37.5
Threats to a group or community you are part of	29.46
Being bullied online	27.23
People encouraging others to commit hate crimes	25
Threats to you	12.5
Something intended to make me feel ill	11.16

Which forms of hate do beneficiaries experience?

Answers from 224 respondents who answered yes to experiencing hate speech.



Have you seen
trolling or very
offensive content
on social media?

- Very offensive
- Both
- Trolling
- Haven't seen either

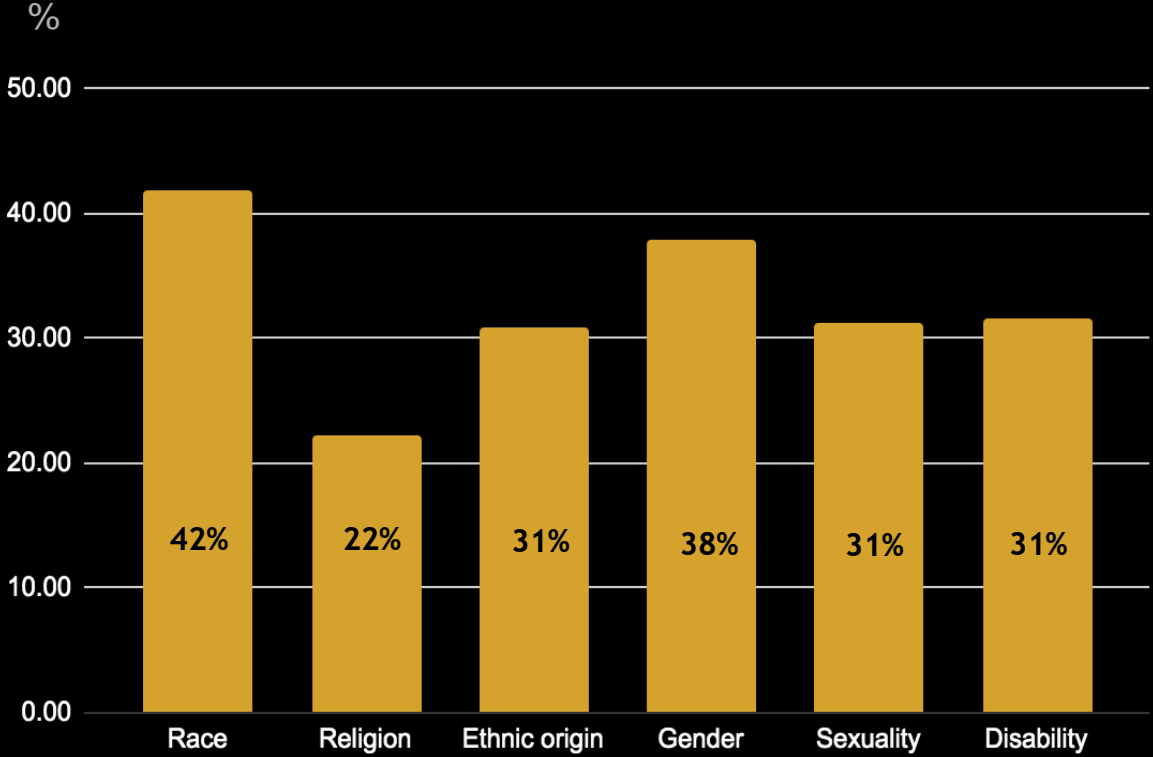
70% of all respondents **have seen very offensive content or trolling on social media platforms.**

Forms of hate

	Threats to you	Threats to a group or community you are part of	Being bullied online	Words, images and videos that encourage people to be violent to others	People encouraging others to commit hate crimes	Very offensive posts or comments	Trolling (posts or comments that are meant to upset people and get them into an argument)	Something intended to make me feel ill	Anything else that encourages people to be horrible to someone else or a group of people
All Respondents	16.04%	26.42%	21.70%	27.59%	23.58%	53.54%	51.42%	14.86%	33.49%
Beneficiary	12.5%	29.46%	27.23%	37.5%	25%	61.16%	61.16%	11.16%	37.95%
Supporter	19.58%	18.18%	19.58%	20.98%	13.99%	44.06%	44.06%	9.09%	27.27%
Staff	21.05%	35.09%	5.26%	5.26%	42.11%	47.37%	31.58%	43.86%	31.58%

Answers from respondents who answered yes to experiencing hate speech.

What is the motivation behind online hate speech?

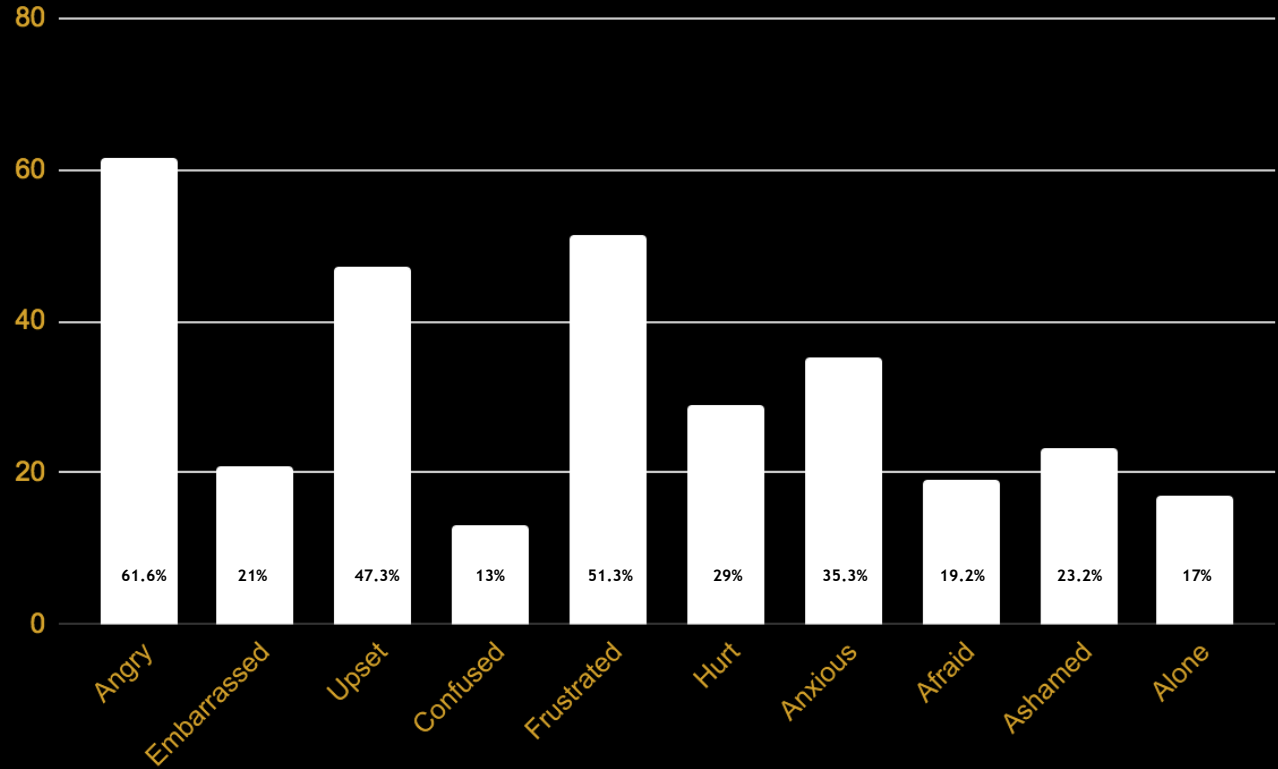


Answers from 224 respondents who answered yes to experiencing hate speech.

Experiences of online hate

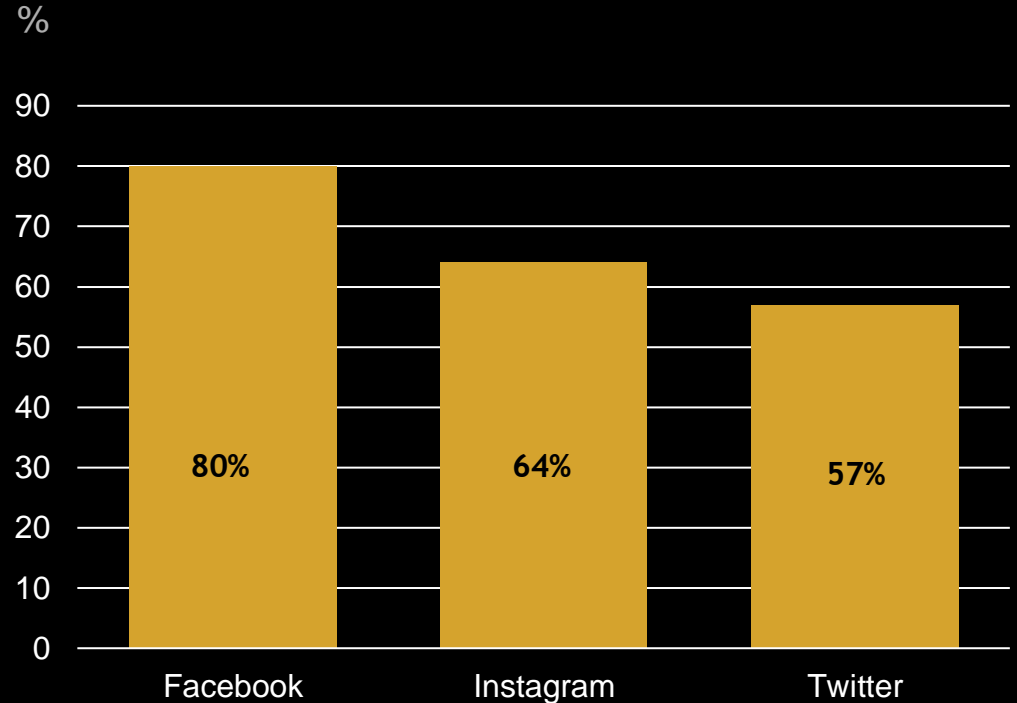
Beneficiaries said that their experiences of online hate made them feel angry (61%), frustrated (51%) and upset (47%). **Almost half of those who have experienced online hate reported that it had a lasting impact on them.** This has led them to take more care online and at times left them feeling disempowered. For many it also led them to disengage with social media all together.

61% say
hate
speech
makes
them feel
angry.



“I've deleted social media accounts which I wasn't able to effectively filter the negative and positive posts. As a result, I have lost connection with people that were once friends that I could only contact through those mediums.”

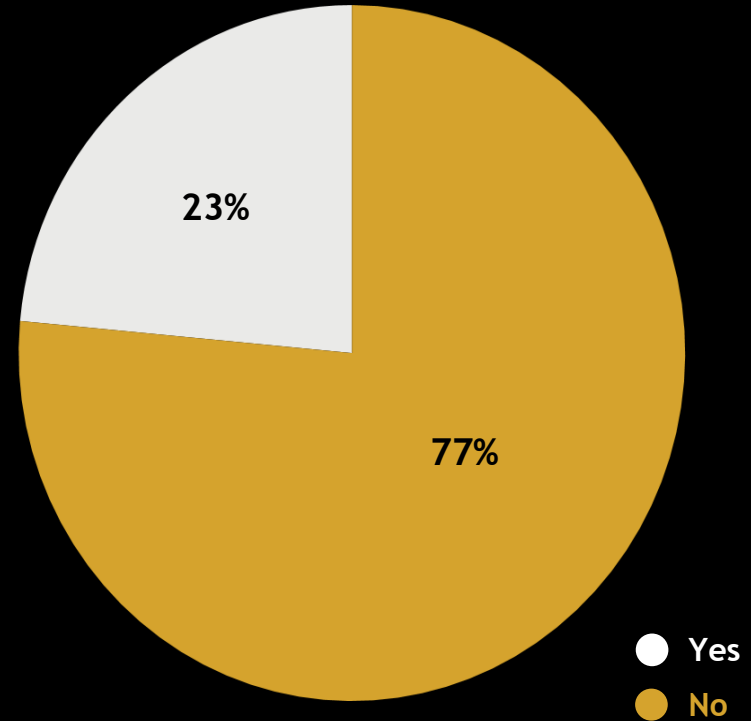
Social
platforms
most used by
beneficiaries
& supporters.



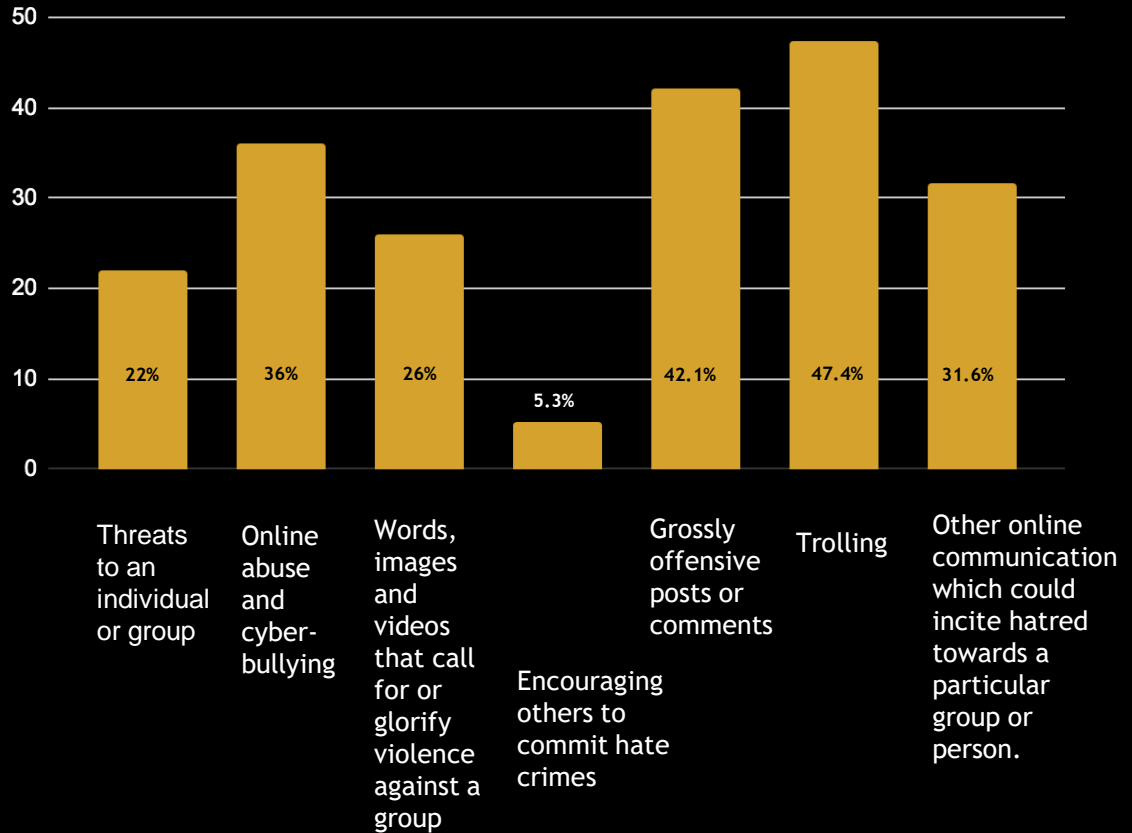
How online hate affects charity staff

It seems that staff need more support when it comes to dealing with online hate, and only around a quarter of organisations have procedures in place to deal with it currently.

77% of staff have not received training to support them in dealing with hate online.



47% of
charity staff
have
witnessed
online
trolling.



Support available

Only a small percentage of beneficiaries (20%) have accessed support to help them deal with online hate, mainly through family and friends.

80% of beneficiaries feel there should be a phone number or someone to contact when something bad happens online.

47% of supporters who have experienced online hate felt supported by charities and 24% felt supported by social media companies. All other supporters didn't feel supported at all.

What can charities do?

Beneficiaries feel that charities should respond to online hate by removing the post, offering support and tackling the issue raised e.g. posting content to explain the truth and educating people.

“Working to make it clear hate speech isn’t tolerated in spaces they control, and that it’s okay to report if you experience it - with help on reporting.”

86% of supporters feel that charities should play a role in intervening in hate online. Like beneficiaries, they feel that they should moderate posts, remove them and tackle the issues raised by posting content to explain the truth.

“Campaigning together to get social media platforms to take it more seriously and deal with it more effectively.”

“Present the real facts about the work they do and the people they help.”

What can social media companies do?

Beneficiaries feel that social media companies should act quickly to remove posts and block accounts. They suggest this could be done through closely monitoring / moderating their platforms more.

“When this kind of abuse happens, the companies should take it down. They are not consistent about what they consider as hate. This is not fair.”

Supporters would like social media companies to respond quickly, remove posts, block repeat offenders and moderate posts too.

“I think social media companies have a responsibility to monitor hate and make it easier to report false/hateful content.”

“Use filters to remove stereotypical/often-used insults, make it easier to block and report people, actually ban people who break the rules.”

Staff want to see more support for organisations dealing with hate speech too, the same as supporters.

“Make it easier for people to hide comments. Have to use your real name and prove who you are.”

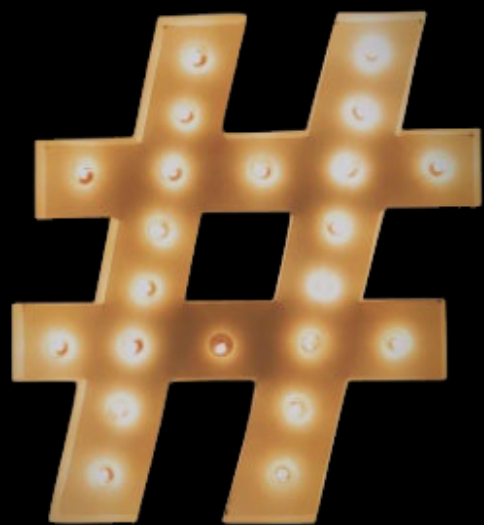
“Hold people who post hateful content responsible.”

“Consequences for people posting hate speech.
Clearer guidance on what is hate speech.”

Thank you

Thank you for taking the time to read the results of our survey.

Thank you to everyone who took part and has helped us to highlight the real effects that online hate speech have every day.



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