

INTRODUCTION

Thank you for agreeing to take part in this survey today.

This survey is being conducted for research purposes only and we rely on your consent to take part. You can refuse to participate or stop the survey at any point. Following the introduction of UK GDPR legislation we need to draw your attention to our Privacy Policy at the bottom right of the screen which explains your rights.

Please be assured this is genuine research being conducted for Ofcom about TV and online services in the UK. We are not trying to sell you anything and there will be no sales follow-up as a result of taking part.

The survey will take around 15 minutes to complete in total.

Are you happy to proceed?

Yes	1	GO TO S1
No	2	CLOSE

Screening questions

ASK ALL

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

Please type in below

IF ONE PERSON – CLOSE

ASK ALL

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

Please type in below

Type in

IF ZERO PEOPLE AGED UNDER 18 – CLOSE

ASK ALL

QB1 Can we please ask the ages of those aged under 18 in the household?

Please select all that apply

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

ASK ALL WITH ANY 12-15S AT QB1 (CODES 13-16) – OTHERS CLOSE

QB2 And are you a parent or guardian to any of those aged under 18 in the household?

Please select one option

Yes	1	CONTINUE
No	2	CLOSE
Prefer not to say	3	CLOSE

ASK ALL PARENTS/ GUARDIANS WITH ANY 12-15S – FILTERED ON RESPONSES GIVEN AT QB1

QB3 Can we please ask the gender of the children aged under 18 in your household?

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

ASK ALL PARENTS/ GUARDIANS WITH ANY 12-15S

QS1 Where do you normally live? By this we mean the place that you live for most of the year.

Please select one option

England	1
Scotland	2
Wales	3
Northern Ireland	4

ASK ALL PARENTS/ GUARDIANS WITH ANY 12-15S THAT LIVE IN ENGLAND AT QS1 (CODE 1)

QS2 What region of England do you live in?

Please select one option

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

ASK ALL PARENTS/ GUARDIANS WITH ANY 12-15S

QS3 Which of these best describes the **chief income earner** in your household?

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

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

Please select one option

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

ESTABLISH PERMISSION/ CONSENT FROM PARENT AND CHILD TO BE INTERVIEWED

QJ And which of these terms best describes your relationship to your child <AGED 12/13/14/15>?
Please select one option

Parent	1	CONTINUE
Guardian	2	
Something else	3	CLOSE
I do not have parental responsibility for this child	4	

ASK ALL PARENTS OF 12-15S

QP1 Which of the following ways of watching broadcast TV channels like **BBC, ITV, Channel 4 or Channel 5** are **used in your household** – please include watching on a TV set, on a tablet, smartphone or laptop or any other device?

Please select all that apply

MULTICODE OK FOR CODES 1-14

ASK ALL WITH MORE THAN ONE SERVICE AT QP1 – OTHERS SKIP TO TRANSITION TO CHILD INTERVIEW

QP2 And which of these is the main way used **in your household** to watch broadcast TV channels like BBC, ITV, Channel 4 or Channel 5?
Please select one option

	QP1	QP2
Freeview or Freeview Play (free TV via an aerial or set top box)	1	1
Virgin Media (cable TV subscription)	2	2
Sky (satellite TV with a monthly subscription)	3	3
Freesat (satellite TV with no subscription)	4	4
Other satellite TV	5	5
BT TV	6	6
TalkTalk TV	7	7
YouView	8	8
NOW	9	9
Amazon Fire TV (plug in stick, plug in box or cube)	10	10
Google Chromecast	11	11
Roku	12	12
Apps for broadcaster catch-up services like BBC iPlayer, ITV Hub, All4 and My5	13	13
Other – please say	14	14
No one watches broadcast TV channels	15	15
Don't know	16	16

TRANSITION TO CHILD INTERVIEW

ASK ALL CHILDREN AGED 12-15

QC_2 Today we are asking questions for Ofcom - they are in charge of looking after people who use broadband, phones, TV and radios.

We want to know what **you think**. There are no right or wrong answers to any of these questions as it is not a test. If there are any questions you are not sure about you can ask your parent/ guardian for help or you can answer 'Don't know'.

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

So, are you happy to answer some questions?

Please choose one answer

Yes	1	CONTINUE
No	2	CLOSE

ASK ALL CHILDREN AGED 12-15

QC1 When you **watch TV programmes or films**, which of these do you use?

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

A TV set	1
A tablet (like an iPad)	2
A mobile phone/ smartphone	3
A desktop computer/ laptop/ netbook	4
A games console or games player (like a PlayStation/ Xbox/ Nintendo Switch)	5
Something else – please type in below	6
None of these/ I do not watch TV programmes or films	7
Don't know	8

ASK ALL CHILDREN AGED 12-15

QC2 We'd like to ask you about different ways of **watching TV programmes and films ...**

Which, if any, of these have you done in the last 12 months?

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

Watch TV programmes or films on services like Netflix, Disney+, Amazon Prime or Apple TV+	1
Watch TV programmes or films at the time they are shown on broadcast TV – for example, watching EastEnders at 7.30pm on BBC One. This would include watching 'live' through broadcaster services such as BBC iPlayer, ITV Hub, All 4 or My5.	2
Watch TV programmes or films that you or someone else has recorded from TV to watch later	3
Catch up on TV programmes or films using services like BBC iPlayer, ITV Hub, All 4 or My5. For example, this could include binge watching a series of Ghosts on BBC iPlayer	4
Watch programmes or films that are available 'on demand' from [Sky TV/ Virgin Media TV]. For example, this could include binge watching a series of Modern Family on [Sky TV/ Virgin Media TV]	5
Watch a 'pay per view' sporting or music event, pay to buy or rent a film from home	6
None of these (SINGLE CODE)	7
Don't know (SINGLE CODE)	8

ASK ALL CHILDREN AGED 12-15

QC3 Which, if any, of these have you watched in the past 12 months?

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

Netflix	1
Amazon Prime Video	2
NOW	3
Disney+	4
Apple TV+	5
BritBox	6
Hayu	7
Starzplay	8
None of these (SINGLE CODE)	9

ASK ALL CHILDREN AGED 12-15

QC4 Which, if any, of these have you watched in the past 12 months?

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

BBC iPlayer	1
ITV Hub or ITV Hub+	2
STV Player/ STV Player VIP (Scotland)	3
S4C Clic (Welsh language)	4
All4/ All4+	5
My5	6
Sky On Demand or Sky Go	7
UKTV Play	8
Discovery+	9
Virgin TV Catch-up or Virgin TV Go	10
None of these (SINGLE CODE)	11

ASK ALL CHILDREN AGED 12-15 THAT WATCH BROADCAST TV CONTENT AT QC2 (CODE 2)

QC5 You said just now that you :

Watch TV programmes or films **at the time they are shown on broadcast TV** – for example, watching EastEnders at 7.30pm on BBC One. This would include **watching 'live'** through broadcaster services such as BBC iPlayer, ITV Hub, All 4 or My5.

In the past 12 months, which of these broadcast **TV channels** have you watched?

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

Any BBC channel (e.g. BBC One, BBC Two, BBC Three, BBC Four, BBC News, CBBC, CBeebies)	1
Any ITV channel (e.g. STV/ UTV/ ITV Cymru Wales/,ITV, ITV2, ITV Be,)	2
Any Channel 4 channel (e.g. Channel 4, E4, Film4, More4, 4Seven)	3
Any Channel 5 channel (e.g. Channel 5, 5USA, 5Star)	4
Any UKTV channel (e.g. Dave, Yesterday, Drama)	5
Any Sky channel (e.g. Sky Atlantic, Sky Sports, Sky Kids, Sky Cinema)	6
S4C (Welsh)	7
Discovery channel	8
Any other broadcast TV channels you have watched in the past 12 months – please say	9
Don't know	10

Views of PSBs, on demand and online content

ASK ALL CHILDREN AGED 12-15

QC6 Thinking about **all** the TV programmes you watch. How **important is it** that there are...

Please choose one answer per row

		Important	Neither important or not important	Not important	Don't know
A	Programmes for children my age	1	2	3	4
B	Programmes that show children that look like me	1	2	3	4
C	Programmes that show children that live in the same part of the country as me	1	2	3	4

ASK ALL 12-15S WATCHING ANY SVOD CONTENT AT QC2 CODE 1 – OTHERS SKIP TO QC8

QC7 Thinking now about what you **might watch on services like Netflix, Disney+ or Amazon Prime**

Do you agree or disagree with each of these?

Please choose one answer per row

		Agree	Neither agree or disagree	Disagree	Don't know
A	There are enough programmes for children my age	1	2	3	4
B	There are enough programmes that show children that look like me	1	2	3	4
C	There are enough programmes that show children that live in the same part of the country as me	1	2	3	4

ASK ALL 12-15S WATCHING ANY LIVE BROADCAST TV AT QC2 CODES 2-3 OR ANY BROADCASTER CATCH UP SERVICES AT QC2 CODE 4 – OTHERS SKIP TO QC9

QC8 Thinking about what you might watch **on TV channels like BBC, ITV, Channel 4 or Channel 5** including watching these channels through services like **BBC iPlayer, ITV Hub, All4 or My5**.

Do you agree or disagree with each of these?

Please choose one answer per row

		Agree	Neither agree or disagree	Disagree	Don't know
A	There are enough programmes for children my age	1	2	3	4
B	There are enough programmes that show children that look like me	1	2	3	4
C	There are enough programmes that show children that live in the same part of the country as me	1	2	3	4

ASK ALL 12-15S WATCHING ANY LIVE BROADCAST TV AT QC2 CODES 2-3 OR ANY BROADCASTER CATCH UP SERVICES AT QC2 CODE 4 – OTHERS SKIP TO QC10

QC9 Thinking about what you might watch **on TV channels like BBC, ITV, Channel 4 or Channel 5** including watching these channels through services like **BBC iPlayer, ITV Hub, All4 or My5**.

Do you agree or disagree with each of these?

Please choose one answer per row

		Agree	Neither agree or disagree	Disagree	Don't know
A	News and information from these TV channels and services helps me to understand what is going on in the UK and the world	1	2	3	4
B	These TV channels and services have programmes and content that help me to learn about new things	1	2	3	4
C	These TV channels and services have high quality shows I enjoy	1	2	3	4

ASK ALL CHILDREN AGED 12-15 THAT CODE 1-4 AT QC2

QC10 The next questions are about some of the **things that might have caused you concern when watching TV programmes or films**

We would like you to answer, but only if you would like to. If you would prefer not to, please say below and you will skip these questions.

Please choose one answer

Yes, I will answer these questions	1	CONTINUE
No, I would prefer not to answer these questions	2	SKIP TO FILTER AT QC25

SHOW 12-15s THAT AGREE TO ANSWER QUESTIONS AT QC10 (CODE 1) – OTHERS SKIP TO FILTER AT QC25

That's great – thanks.

TV - HARM AND OFFENCE SECTION

ASK ALL 12-15S WATCHING ANY LIVE BROADCAST TV AT QC2 (CODES 2-3) THAT CODE 1 AT QC10

So, you said earlier that you:

Watch TV programmes or films **at the time they are shown on broadcast** TV – for example, watching EastEnders at 7.30pm on BBC One. This would include **watching 'live'** through broadcaster services such as BBC iPlayer, ITV Hub, All 4 or My5.

OR

Watch TV programmes or films that you or someone else has **recorded** from TV to watch later

Can you please think **just about the TV programmes that you have watched in this way** for the next few questions?

We will ask you about programmes you have watched on services like Netflix, Disney+ or Amazon Prime a bit later.

NEW SCREEN

ASK ALL 12-15S WATCHING ANY LIVE BROADCAST TV AT QC2 (CODES 2-3)

QC11 So, thinking about TV programmes that you have <<watched at the time they are shown on TV or that have been recorded to watch later ...>>

In the last 12 months have **you, personally** seen something on TV which **offended** you?

Please note - Later on there will be a question about something on TV which could cause harm.

Please choose one answer

- Yes1
- No2
- Don't know3
- Prefer not to say4

ASK ALL WHO HAVE SEEN SOMETHING OFFENSIVE IN THE LAST 12 MONTHS AT QC11 (CODE 1) – OTHERS SKIP TO QC15

QC12 What **type of programme** or show were you watching that offended you?

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

ORDER ALPHABETICALLY

- News or current affairs programme1
- Documentary2
- Sports3
- Children's TV show4
- Reality TV show5
- Talent show6
- Comedy show7
- General entertainment.....8
- Game/ quiz show.....9
- Soap or drama10
- Film11
- Music video12
- Religious programme13
- Other types of programme – Please say14

- Don't know (SINGLE CODE)15
- Prefer not to say16

ASK ALL WHO AGREE TO TAKE PART AT QC10 THAT HAVE SEEN SOMETHING OFFENSIVE IN THE LAST 12 MONTHS AT QC11 (CODE 1) – OTHERS SKIP TO QC15

QC13 What **did you see** on TV that **offended** you?

OPEN ENDED

ASK ALL 12-15S WHO HAVE SEEN SOMETHING OFFENSIVE IN THE LAST 12 MONTHS AT QC11 (CODE 1) – OTHERS SKIP TO QC15

QC14 What **did you do** when you were offended by what you saw?

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

Continued watching/ did nothing	1
Stopped watching	2
Watched something else	3
Told your parents.....	4
Told another family member	5
Told your friends.....	6
Told someone else	7
Reported it/ made an official complaint	8
Something else – please say	9
Don't know/don't remember.....	10
Prefer not to say	11

ASK ALL 12-15S WATCHING ANY LIVE BROADCAST TV AT QC2 (CODES 2-3)

QC15 Still thinking about TV programmes <<that you have watched at the time they are shown on TV or that have been recorded to watch later ...>>

These next questions are about harmful or damaging things on TV – so this might include TV programmes that show things like dangerous or unsafe behaviour, or things that could upset people, or that could cause financial harm (e.g. mis-selling a product to audiences).

In the last 12 months have you, personally, seen anything on TV which you thought was **harmful or damaging**?

Please choose one answer

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

ASK ALL WHO HAVE SEEN SOMETHING HARMFUL IN THE LAST 12 MONTHS AT QC15 (CODE 1)

QC16 What **type of programme or show** were you watching that showed something harmful or damaging?

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

ORDER ALPHABETICALLY	News or current affairs programme.....	1
	Documentary	2
	Sports.....	3
	Children’s TV show	4
	Reality TV show	5
	Talent show	6
	Comedy show	7
	General entertainment.....	8
	Game/ quiz show.....	9
	Soap or drama	10
	Film	11
	Music video	12
	Religious programme	13
	Other types of programme – Please say	14
	Don’t know (SINGLE CODE)	15
	Prefer not to say	16

ASK ALL WHO HAVE SEEN SOMETHING HARMFUL IN THE LAST 12 MONTHS AT QC15 (CODES 1) – OTHERS SKIP TO FILTER AHEAD OF QC19

QC17 What **did you see** on TV that was harmful or damaging?

OPEN ENDED

ASK ALL WHO HAVE SEEN SOMETHING HARMFUL IN THE LAST 12 MONTHS AT QC15 (CODE 1)

QC18 What did you do when you saw something you thought was harmful or damaging?

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

Continued watching/ did nothing	1
Stopped watching	2
Watched something else	3
Told your parents.....	4
Told another family member	5
Told your friends.....	6
Told someone else	7
Reported it/ made an official complaint	8
Something else – please say	9
Don't know/don't remember	10
Prefer not to say	11

Online- Harmful content - ODO SECTION

ASK ALL 12-15S WHO HAVE WATCHED ANYTHING ONLINE OR ON-DEMAND (BVOD/SVOD) IN THE LAST 12 MONTHS AT QC2 (CODES 1 OR 4) – OTHERS GO TO SHOWSCREEN 2

You said earlier that you:

Watch TV programmes or films on services like Netflix, Disney+, Amazon Prime or Apple TV+

AND

Catch up on TV programmes or films using services like BBC iPlayer, ITV Hub, All 4 or My5. For example, this could include binge watching a series of Ghosts on BBC iPlayer

Can you please think **just about the TV programmes that you have watched in this way** for the next few questions?

ASK ALL 12-15S WHO HAVE WATCHED ANYTHING ONLINE OR ON-DEMAND IN THE LAST 12 MONTHS AT QC2 (CODES 1 OR 4)

QC19 So, thinking about TV programmes that you have watched through catch up **services like BBC iPlayer, ITV Hub or on-demand on Netflix or Disney+ .**

In the last 12 months have you seen anything on these services that **concerned or worried you?**

Please choose one answer

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

**ASK ALL 12-15S WHO HAVE SEEN SOMETHING OF CONCERN ON ANY ONLINE OR ON-DEMAND SERVICE (CODE 1)
AT QC19 – OTHERS SKIP TO QC25**

QC20 Which **services were you watching** when you saw something that concerned or worried you?

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

**<<INSERT BRANDS CHOSEN FROM QC4 AND QC3>> ALSO INCLUDE AN OPTION FOR OTHER SPECIFY /DK/
PREFER NOT TO SAY/THAT IS NOT PREVIOUSLY MENTIONED**

**ASK ALL 12-15S WHO HAVE SEEN SOMETHING OF CONCERN ON ANY ONLINE OR ON-DEMAND SERVICE (CODE 1)
AT QC19**

QC21 What **type of programme or show** were you watching that concerned or worried you?

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

ORDER ALPHABETICALLY

News or current affairs programme.....	1
Documentary	2
Sports	3
Children’s TV show	4
Reality TV show	5
Talent show	6
Comedy show	7
General entertainment.....	8
Game/ quiz show.....	9
Soap or drama	10
Film	11
Music video	12
Religious programme	13
Other types of programme – Please say	14
Don’t know (SINGLE CODE)	15
Prefer not to say	16

**ASK ALL 12-15S WHO HAVE SEEN SOMETHING OF CONCERN ON ANY ONLINE OR ON-DEMAND SERVICE (CODE 1)
AT QC19**

QC22 What **did you see** on these services that concerned or worried you?

OPEN ENDED

ASK ALL 12-15S WHO HAVE SEEN SOMETHING OF CONCERN ON ANY ONLINE OR ON-DEMAND SERVICE (CODE 1) AT QC19

QC23 What did you do when you saw something that concerned or worried you?

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

Continued watching/ did nothing	1
Stopped watching	2
Watched something else	3
Told your parents.....	4
Told another family member	5
Told your friends.....	6
Told someone else	7
Reported it/ made an official complaint.....	8
Something else – please say	9
Don't know/don't remember.....	10
Prefer not to say	11

ASK ALL 12-15S WHO REPORTED IT/ MADE AN OFFICIAL COMPLAINT AT QC23 (CODE 8) – OTHERS SKIP TO QC25

QC24 You said you reported it/ made an official complaint. Who did you report it to?

OPEN ENDED

ODO - REGULATION OF SERVICES

ASK 12-15S THAT WATCH SVOD SERVICES AT QC2 (CODE 1)

QC25 As far as you know, are there **rules** for services like **Netflix, Disney+ or Amazon Prime** that **they must** follow about what **they can and can't show**?

Please choose one answer

- Yes – there **are** rules1
- No – there **are not** any rules.....2
- Don't know.....3

ASK ALL 12-15s WHO WATCH SVOD SERVICES AND WHO SAY YES OR NO AT QC25 (CODES 1-2)

QC26 How do you feel about **rules** for **services like Netflix, Disney+ or Amazon Prime** about what **they can and can't show**?

Please choose one answer

- There are **too many** rules (DO NOT SHOW IF QC25 CODE 2).....1
- There are **not enough** rules2
- There are about the **right amount**.....3
- I don't have an opinion on this.....4

ASK 12-15S THAT WATCH SVOD SERVICES AT QC2 (CODE 1)

QC27 Still thinking about services like **Netflix, Disney+ or Amazon Prime**

Which **one** of these do you think best applies?

Please choose one answer

- There should be **lots of rules** about what they can show1
- There should be **some rules** about what they can show.....2
- There should be **no rules** about what they can show3
- I don't have an opinion on this4

ASK 12-15S THAT WATCH BVOD SERVICES AT QC2 (CODE 4)

QC28 Moving on now.
As far as you know, are there **rules** for services like **BBC iPlayer, ITV Hub, All 4 or My5** that **they must** follow about what **they can and can't show**?

Please choose one answer

- Yes – there **are** rules1
- No – there **are not** any rules.....2
- Don't know.....3

ASK ALL 12-15S WHO WATCH BVOD SERVICES AND WHO SAY BVOD CONTENT IS REGULATED AT QC28 (CODE 1)

QC29 Who do you think makes these **rules** for **services like BBC iPlayer, ITV Hub, All 4 or My5** about what they **can and can't show**?

Please choose one answer

- The Government1
- The TV channel/ station/ service2
- The Police.....3
- The internet provider for my household4
- Ofcom/ Office of Communications5
- Someone else – please say6
- Don't know.....7

ASK ALL 12-15s WHO WATCH BVOD SERVICES AND WHO SAY YES OR NO AT QC28 (CODES 1-2)

QC30 How do you feel about **rules** for **services like BBC iPlayer, ITV Hub, All 4 or My5** about what **they can and can't show**?

Please choose one answer

- There are **too many** rules (DO NOT SHOW IF QC28 CODE 2).....1
- There are **not enough** rules2
- There are about the **right amount**.....3
- I don't have an opinion on this.....4

ASK 12-15S THAT WATCH BVOD SERVICES AT QC2 (CODE 4)

QC31 Still thinking about services like **BBC iPlayer, ITV Hub, All 4 or My5**

Which **one** of these do you think best applies?

Please choose one answer

- There should be **lots of rules** about what they can show1
- There should be **some rules** about what they can show.....2
- There should be **no rules** about what they can show3
- I don't have an opinion on this4

ASK ALL 12-15S WHO HAVE WATCHED ANYTHING ON BVOD OR SVOD IN THE LAST 12 MONTHS AT QC2 (CODES 1 OR 4)

QC32 When you have **watched any of these services** – such as <<SERVICES FROM QC3/ QC4>> - have you ever been **asked for your age** to watch the programme or film? This could mean ticking a box to say you are over a certain age.

Please choose one answer

- Yes, have been asked my age 1
- No, have not been asked my age 2
- Don't know 3
- Prefer not to say..... 4

ASK ALL CODING YES AT QC32 (CODE 1)

QC33 And have you ever **ticked a box** to say you were older than you really are, to be able to watch something on **any of these services**?

Please choose one answer

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

SHOWSCREEN 2 - SHOW ALL 12-15S

Thank you – you’ve finished your part of the survey. Thanks very much for your help!

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

If this survey has raised any concerns or worries for you today, help and support is available at:

- **Childline** <http://www.childline.org.uk/> Tel: 0800 1111. Childline can help anyone under 19 in the UK with any issue they’re going through. You can talk about anything. Whether it’s something big or small, Childline’s trained counsellors are here to support you. Childline is free, confidential and available any time, day or night.

DEMOGRAPHICS- ASK ALL PARENTS

PARENT/ GUARDIAN – THIS SECTION IS FOR YOU TO COMPLETE

Thanks very much again for letting [your child] answer those questions.

We'd now like to ask you some questions **about your child and your household**.

These questions are used to help us to group the different people who respond to the survey from across the UK when we look at the results. You are, of course, free to choose not to answer each question.

Click the '>>' button to continue

ALL PARENTS OF 12-15S

QP3. Which of these methods does your household use to connect to the internet **at home**?

Please select all that apply

Fixed Broadband through a phone line or cable service – perhaps using a Wi-Fi router to go online, via any device.	1
Access to the internet using a mobile network – using your phone's 3G or 4G or 5G mobile network, or a device such as a dongle or USB stick	2
Neither – Do not connect to the internet at home	3
Don't know	4

ALL PARENTS OF 12-15S

QP4 Which of these groups best describes [your child]’s **ethnic group or background**

Please select one option

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

ALL PARENTS OF 12-15S

QP5 Which of these – if any – **impact or limit** [your child]’s daily activities?

Please select all that apply

Hearing? Poor hearing, partial hearing, or are deaf	1
Eyesight? Poor vision, colour blindness, partial sight, or are blind	2
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	3
Dexterity? Limited ability to reach/ difficulty opening things with their hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	4
Breathing? Breathlessness or chest pains	5
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	6
Difficulty with speech? E.g. due to stroke, stutter or stammer	7
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger’s, etc.	8
Their mental health? Anxiety, depression, or trauma-related conditions, for example	9
Other illnesses/ conditions which impact or limit their daily activities (please specify)	10
Nothing – no impairments or conditions impact or limit their daily activities (SINGLE CODE)	11
Prefer not to say (SINGLE CODE)	12
Don’t know (SINGLE CODE)	13

ALL PARENTS OF 12-15S

QP6 What is **your** age, please?

Please enter your age in years _____

Please select one option

16-17 years	1
18-24 years	2
25-34 years	3
35-44 years	4
45-54 years	5
55-64 years	6
65 years or over	7
Prefer not to say	8

ALL PARENTS OF 12-15S

QP7 Which of the following are you?

Please select one option

Man	1
Woman	2
Non-binary	3
Prefer to use another term (please specify – optional)	4
Prefer not to say	5

ALL PARENTS OF 12-15S

QP8 How much help did [your child] receive in completing the questions today?

Please select one option

A lot	1
A little	2
None	3

END OF QUESTIONNAIRE