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### Online Harms Session Question and Answers

This document aims to provide answers to some questions that you may have around the online harms' session. If you have any remaining questions or if anything isn't clear, please get in touch at [carolann@carolanngvineria.com](mailto:carolann@carolanngvineria.com).

#### 1. What do we mean by online harms?

When we are talking about online harm, what we mean is harmful behaviour or content in online spaces like social media channels or forums. Online harm includes extreme and illegal harms such as terrorist content or harassment, but also covers harmful content like online bullying, hurtful comments, or the spread of fake news. Some examples of this include:

- Someone consistently bullying you online
- Using hateful language about you, or directed at you and your community
- Sharing images of you without your permission
- Someone giving you unwanted, persistent attention online

#### 2. Who is organising the online session?

The project has been organised by the Glasgow City HSCP Health Improvement Team, and the sessions are being run and facilitated by its partner, Carol Ann Gvineria Consultancy.

#### 3. Will I get paid to attend?

Whilst we are unable to offer payment, we fully appreciate that you will have to give up your own time to attend a session. We are very grateful for your time and would like to thank-you by offering you a £20 Amazon gift voucher. This will be sent to you electronically after your participation in the group. Full details on how to claim the voucher will be shared at the end of the event.

#### 4. How many people will there be in each group, and who will I be with?

We are inviting up to six participants for each session. This is so that everyone who comes along feels they have a space to speak and be heard.

Overall, we are running 6 sessions (You will only be requested to attend the one mentioned above). While we recognise that everyone is different and has different experiences, the groups have been focused on certain groups which have been shown to be more likely to experience online harm. This includes those from the LGBTQ+ community, women, people with disabilities, and those from ethnic minority communities. This is because we want to create a safe space for people to share their experiences without fear of judgement.

#### 5. What will happen in the online session?

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The online session will last up to 90 minutes and will be an interactive experience. It will include a getting to know each other exercise and a chance to discuss your experience of online harm and its impact on mental health. We will be seeking your opinion and thoughts on what can be done to prevent online harm and to make online spaces safer for everyone.

The discussions will be focused on some key questions, such as:

- What has been your experience of online harm and how has it impacted your mental health and wellbeing.
- What do you think might help to stop people causing harm to each other online? For example, how can we stop people writing hurtful comments on social media?
- What do you think might help to support someone who has received hurtful comments online?

### **6. What are we planning to do and how will we use the information that has been shared?**

Online harms are having an impact on people's mental health not only in Glasgow City, but across the UK. We want to raise awareness of the impact that it can have on people, and what can be done to support people who have experienced it.

Everything that is discussed in the groups will be used anonymously to help us do this. We will be developing an online training resource for staff and partners across NHS GGC around online harms and its impact and will be creating a social media campaign that calls for people to be kinder to each other online. The things that are shared in the group will help us effectively illustrate the real harm that can happen to people in these online spaces and help us to shape the project around your experiences.

### **7. How will I be supported?**

We know that discussing a time when you experienced online harm might be potentially traumatic and difficult to talk about. That's why we have put the following safety measures in place during and after the online sessions:

- There will be an opportunity should you wish to check in with the facilitator before or after the event.
- Creating a group agreement during the online session based on values such as respect, confidentiality, and compassion to each other.
- A mental health trained facilitator will be present and on hand during the online sessions.
- Materials that signpost to appropriate support.
- We'll have a contact person from the organisation who put us in touch with you, so we can check in with you after the session if we're worried about you.

### **8. How can I take part?**

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If you are interested in being part of this project, please email your interest to [carolann@carolanngvineria.com](mailto:carolann@carolanngvineria.com) by the deadline **MONDAY 9<sup>th</sup> MAY 2020 5pm** Numbers for the online sessions are limited, so we advise that you let us know as soon as possible if you are keen to come along.

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