



ONLINE HATE CRIME REPORT 2020

Challenging online
homophobia, biphobia
and transphobia

Luke Hubbard

ACKNOWLEDGEMENTS

With thanks to Nick Antjoule, Dr Cerys Bradley, Melanie Stray and Sarah West.

ABOUT GALOP

Galop is the UK's LGBT+ anti-violence charity. For the past 37 years we have been providing advice, support and advocacy to LGBT+ victims and campaigning to end anti-LGBT+ violence and abuse. Galop works within three key areas; hate crime, domestic abuse, and sexual violence. Our purpose is to make life safe, just, and fair for LGBT+ people. We work to help LGBT+ people achieve positive changes to their current situation, through practical and emotional support, to develop resilience, and to build lives free from violence and abuse.

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FOREWORD

Despite progress on LGBT+ rights, online platforms remain hostile environments for many LGBT+ people. This report offers a sobering reminder of the harms created by online hate. It targets individuals, poisons social discourse and limits opportunities to live open and fulfilled lives.

At Galop we value free speech. It is a cornerstone of our society that allows oppressed groups to speak up for our rights, even when we are considered dangerous, immoral or illegal. However, free speech is increasingly used as a fig leaf to legitimise hatred. To remedy that we hope this report will spur urgent action to create practical, legal, regulatory frameworks to tackle online hate and support those targeted.

Nick Antjoule, Head of Hate Crime Services

Recorded anti-LGBT+ hate crime has doubled in the last three years. This is reflected in the escalating scale, severity and complexity of online hate cases we are supporting at Galop. We hope the findings and recommendations of this report will act as a springboard for action.

My thanks to Luke Hubbard for producing this report, Melanie Stray for designing the survey and the rest of the Galop team who work hard every day to make life safe, just and fair for LGBT+ people.

Nik Noone, Chief Executive

OVERVIEW

This report presents evidence about the scale and nature of online hate crime and hate speech against LGBT+ people in the UK. It details the impact and consequences of online hate, experiences of reporting to the police and social media, and support needs. The results, which are drawn from a survey of 700 LGBT+ people, show that online hate is widespread, that it has a significant impact upon LGBT+ victims, and that responses to such incidents are far from satisfactory.

KEY FINDINGS

SCALE AND NATURE

- 8 in 10 respondents had experienced anti-LGBT+ hate crime and hate speech online in the last 5 years
- 5 in 10 respondents had experienced online abuse 10 or more times
- 1 in 5 respondents had experienced online abuse more than 100 times
- Trans people are more likely to receive online abuse compared to cisgender people
- Anti-LGBT+ online abuse has a wider impact beyond the immediate victim to include those who witness such abuse
- Online anti-LGBT+ hate crime often involves more than one perpetrator, and commonly involves groups of people

IMPACT AND CONSEQUENCES

- Victims experienced a range of negative emotional responses to their online victimisation, including fear, anxiety, self-blame, and suicidal thoughts
- Trans victims were more likely to suffer emotionally as a result of their victimisation
- Victims feared for their physical safety following online victimisation
- Some victims changed their behaviour to avoid further victimisation online, such as reducing their use of social media, whilst others increased their online activity

REPORTING

- Over 1 in 4 victims did not report their online abuse to anybody
- Under half of respondents reported it to social media companies
- Less than 1 in 10 reported their abuse to the police
- 3 in 4 respondents were left dissatisfied with the response of police and social media companies

SUPPORT

- Only 3% of victims sought the service of victim support agencies
- 91% were unaware of online platforms to report online hate and/or resources designed to support LGBT+ victims of online abuse



RECOMMENDATIONS

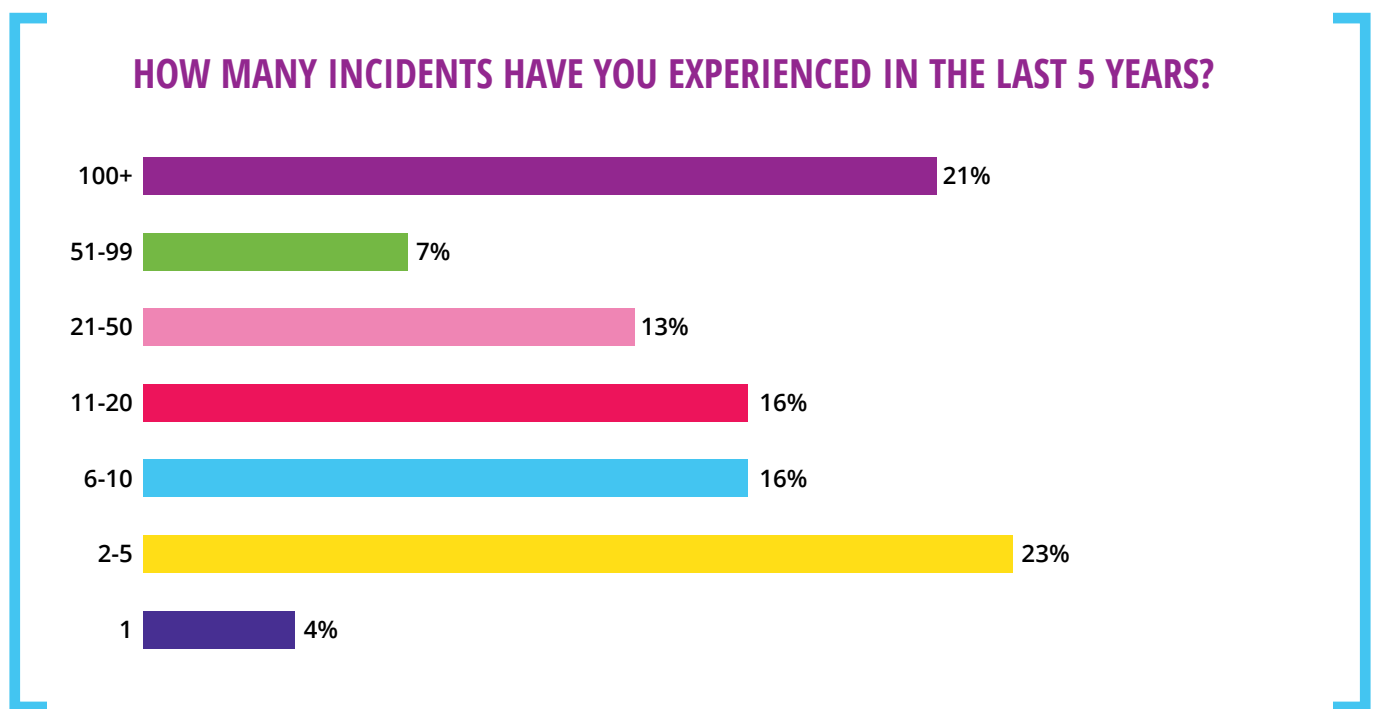
- ▶ Increased guidance on where and how victims can report online hate content
- ▶ A review of existing legislation and its effectiveness in combatting online hate crime
- ▶ Increase in specialist support services for people impacted by online anti-LGBT abuse
- ▶ A faster and improved police response to investigating online anti-LGBT+ hate speech/crime
- ▶ A proactive response from social media companies to combat online anti-LGBT+ hate speech/crime
- ▶ Regulation that values free speech while ensuring the removal of unacceptable hate speech

SCALE AND NATURE

Prevalence

78% of respondents had experienced online anti-LGBT+ hate crime or hate speech in the last 5 years, whilst **22%** had not. The frequency of online hate crime/speech in the UK is also higher than the European average of **66%**¹. There were also differences across groups under the LGBT+ umbrella as transgender victims were more likely to experience online abuse (**93%**) compared to cisgender victims (**70%**).

¹ Hubbard, L. (2020) Speak Out: A Survey of Online Anti-LGBT+ Hate Speech and Hate Crime Across 9 European Countries (forthcoming).

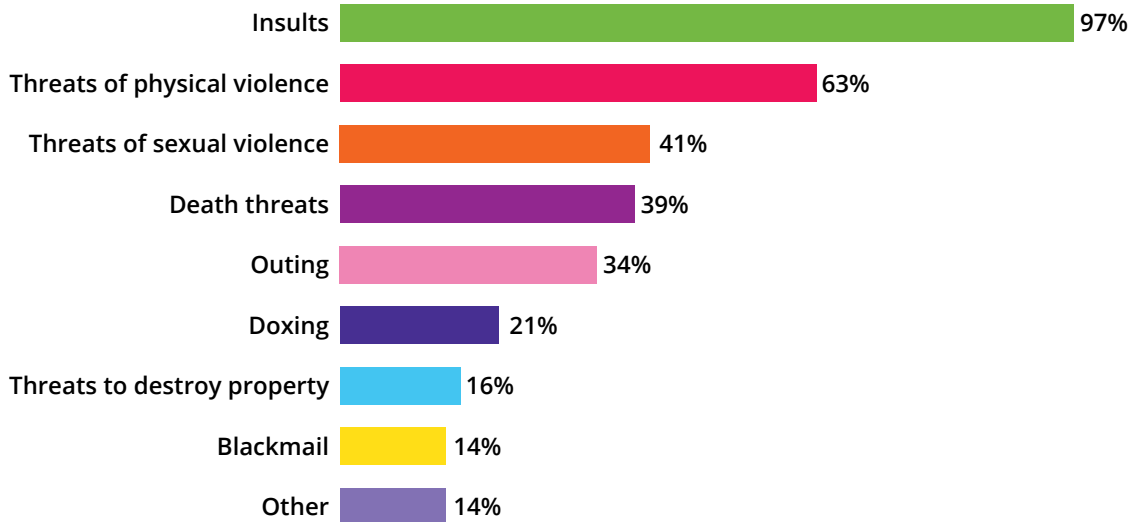


LGBT+ victims who had experienced online abuse rarely experienced this as a one-off incident, with **96%** having experienced more than one incident. Almost half (**46%**) of respondents had experienced more than 21 incidents of online abuse in the last 5 years, and a fifth had experienced more than 100 incidents (**21%**), suggesting this is a frequent occurrence for many LGBT+ people.

Types of abuse

LGBT+ participants experienced a variety of online abuse:

WHAT KIND OF INCIDENTS HAVE YOU EXPERIENCED OVER THE LAST 5 YEARS?



The most commonly experienced form of abuse was insults (**97%**), followed by threats of physical violence (**63%**), threats of sexual assault (**41%**), death threats (**39%**), and threats of outing (**34%**).

Respondents were able to give examples of other abuse they experienced. These included harassment, being misgendered, receiving disparaging comments, ridicule, mocking, shaming, suicide baiting, stalking, bullying, defamation, erasure, revenge porn, and deadnaming.

While many of these incidents may appear less extreme when compared to others, such as insults, disparaging comments, and being misgendered, experiencing these sorts of incidents on a regular basis was shown to have a cumulative and profound effect on victims.

“Mostly consisted of verbal abuse but it was pretty constant”

“Even though the incidents were small, it has had a lasting effect on me”

“It’s the constant low-level drip of hate that I get online, that’s the worst bit!”

The repetitive nature of online anti-LGBT+ hate was not limited to 'low-level' incidents, with threats of physical violence, sexual assault, and death also a common occurrence for many LGBT+ victims.

"I am regularly and repeatedly given death threats/threats of violence online"

"I get threats of being raped almost daily"

Outing and doxing

'Outing' is the disclosing of a person's gender identity, sexual orientation or HIV status without their consent. Doxing is the publishing of private or identifying information about a particular individual without their consent. It is often linked to outing as the disclosure of information often involves linking the identity of someone who is open about their gender history, sexual orientation, or HIV status to a different context in which they are not. Respondents who had been 'outed' or 'doxed' explained that this had, in some instances, led to them being shunned by their family and losing their jobs.

"After I was outed online my family disowned me and kicked me out. I now live with my partner's family"

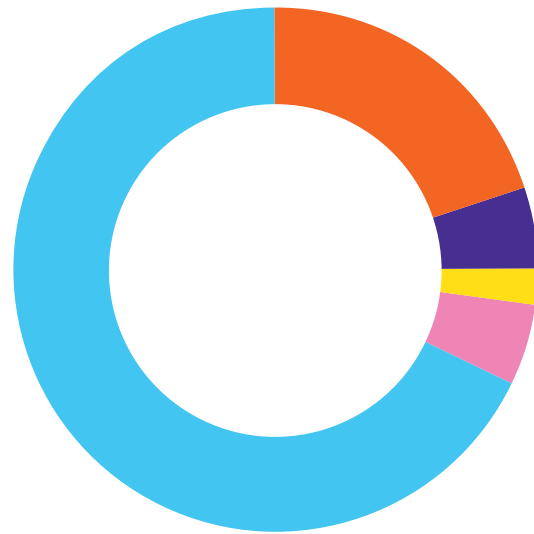
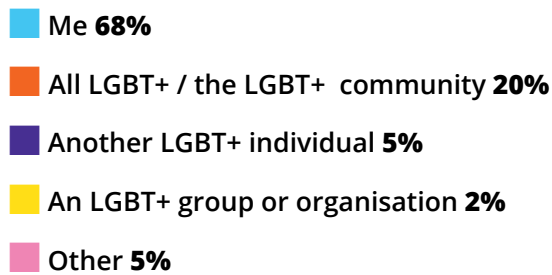
"I was outed to my employer and colleagues, and I ended up losing my job"

"I no longer have any contact with my family because they found and disapproved of my sexuality"

"They contacted my employer and tried to get me fired by outing me"

Targets of online abuse

WHO WAS THE ABUSE TARGETED AT?



While **68%** of respondents to this survey were directly targeted with anti-LGBT+ abuse, **32%** of respondents were indirectly targeted by having witnessed such abuse towards other LGBT+ individuals, organisations, and general abusive homophobic, biphobic or transphobic comments and posts. Anti-LGBT+ online hate therefore has a much wider impact beyond the immediate victim to include bystanders. This point is further reinforced given that **80%** of online abuse was public, meaning anyone can see those posts.

“There are just pages and pages of anti-trans comments on trans related articles saying we should be killed, have mental illness, and are paedophiles”

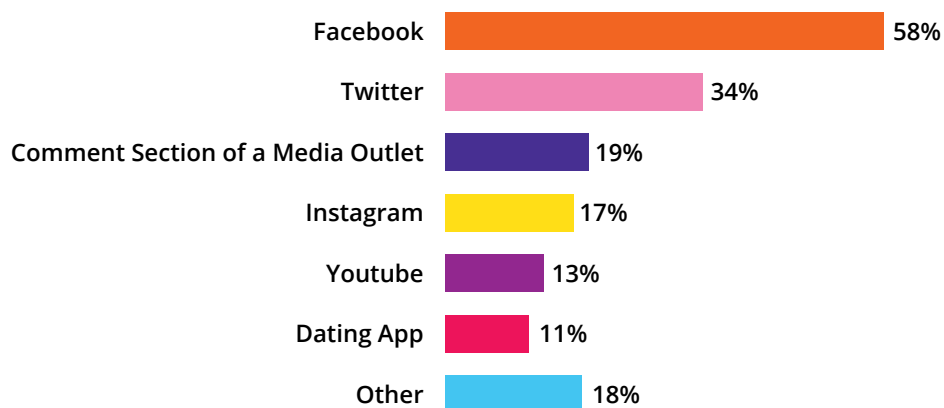
“They’re not specifically aimed at me but the whole LGBT+ community on articles and posts and things”

“I’ve witnessed so much anti-LGBT+ attitudes and threats towards the LGBT+ community on comments and posts”

“There are regular comments on various posts threatening physical violence and generally insulting the LGBT community”

Where did the incident(s) take place?

ON WHAT PLATFORMS HAVE THE INCIDENTS OCCURRED?



Facebook was the most commonly cited platform where respondents experienced online hate (**58%**), followed by Twitter (**34%**). Around 1 in 5 respondents were victimised on a comment section of a media outlet (**19%**) or Instagram (**17%**) and around 1 in 10 were victimised on YouTube (**13%**) and dating apps (**11%**).

Respondents also mentioned a range of other sites where they were subject to anti-LGBT+ abuse which included Reddit, Snapchat, blogs, forums, Tumblr, email, Skype, gaming sites, Mumsnet, and Pinterest. The vast array of various social media platforms described by participants' highlights that online abuse takes place across many websites, meaning there are few spaces online where LGBT+ people are not at risk of victimisation.

Intersectionality

While many victims felt that the online abuse they received was related to their sexual orientation and/or gender identity, this was often intertwined with prejudices toward other facets of their identity such as racism, sexism, xenophobia, and disablism. Several respondents described abuse specific to their intersecting identities:

"It's not just because I am a lesbian but because I am a woman too, it is both homophobic and misogynistic"

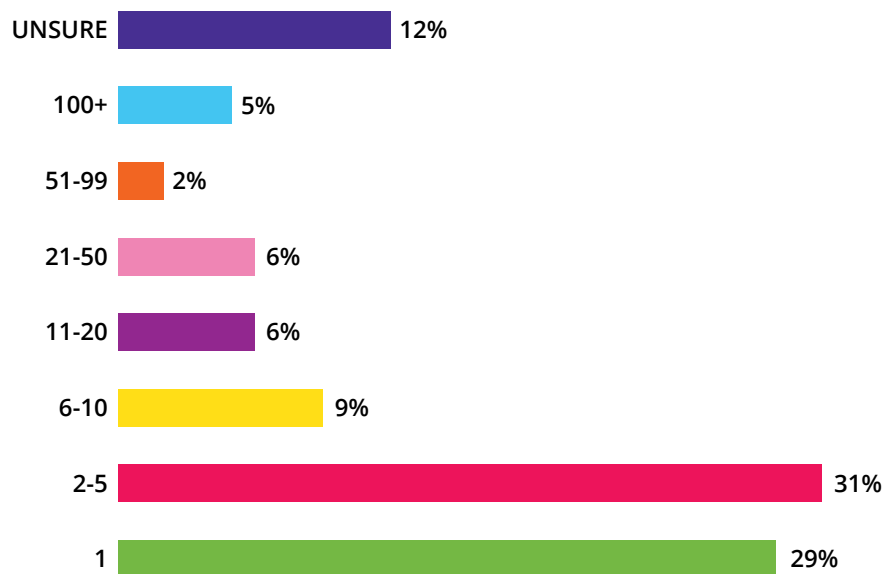
“Gay religious people face enough trouble, trying to live with what can be conflicting identities. When you are told that you are not only not a real Christian, but that you are personally perverted and indecent, that you will burn in hell and moreover that you are akin to a person that might molest a child, it really brings you down”

“As a gay black male it’s as much about race as it is about homophobia”

It is therefore important to understand how different aspects of identity discrimination can overlap as this creates distinct experiences of online hate crime/speech, mediates perception and experiences of the criminal justice system, and affects the resources available to victims.

The number of offenders

HOW MANY OFFENDERS WERE THERE?



71% of online anti-LGBT+ incidents involved more than one perpetrator, whilst **13%** involved 21 or more perpetrators. Given that a large amount of online abuse involved numerous perpetrators, a number of respondents illustrated that they had been cybermobbed (where a group of individuals come together to attack a single target) or dogpiled (where a large number of individuals respond to a post in a disparaging or spiteful way):

“People were jumping on a thread saying that they were going to beat, kill, and rape every one of my identity that they came across”

“They were part of a hate group who would frequent LGBT+ pages in order to find people to target”

“A lot of people started commenting in a very homophobic way with death threats, threats of physical violence and insults”

It was also not uncommon for individuals to incite and encourage their followers to send abuse to LGBT+ people online.

“He would post photos of these trans women from before and after transition, and publicly invite people to post abuse at them for being trans and how they look”

“I was harassed en masse by their followers after he shared my details and told them to”

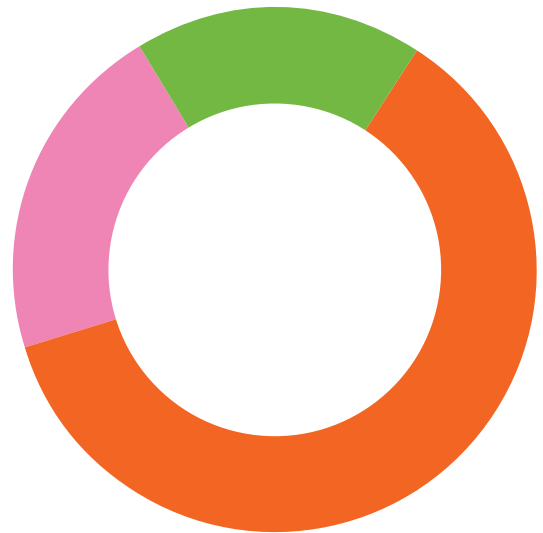
Connection between online and offline worlds

Online abuse for some participants was part of a wider experience of LGBT+ prejudice that occurred both on and offline. Participants reported experiencing online hate crime simultaneously with offline abuse, incidents that started online but moved offline, and abuse that started offline and moved online.



WAS THE INCIDENT LINKED WITH OFFLINE INCIDENTS?

- YES **18%**
- NO **61%**
- UNSURE **21%**



“The online threats of violence soon became real and I was assaulted when attending a youth group”

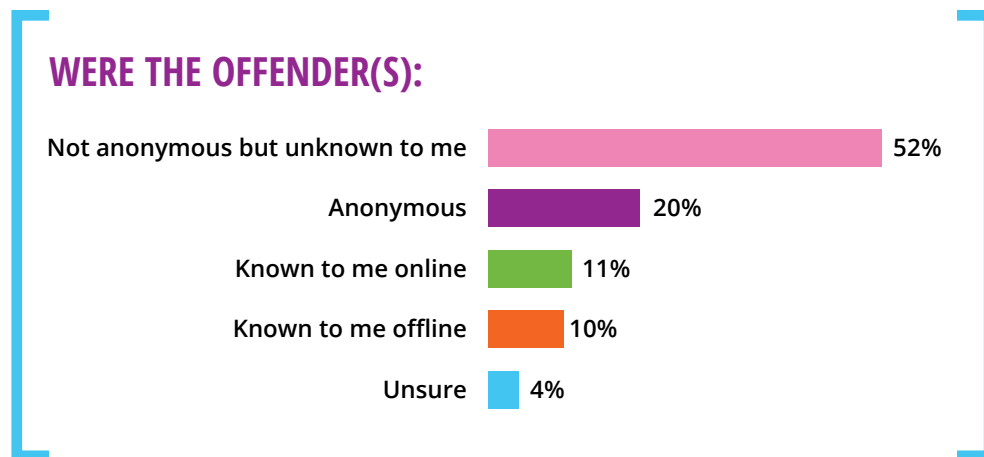
“The bullying from people happened both on and offline”

“Prior to the insults and threats online I was subject to being pushed around, groped, having rocks thrown at me, and being called every name under the sun”

“After receiving threats online I was threatened in person with injury and death and have been assaulted several times”

It is also worth noting that respondents who replied unsure, said that while they were victimised both on and offline, they could not say for certain whether the incidents were linked or were separate.

Online hate as a form of 'stranger danger'



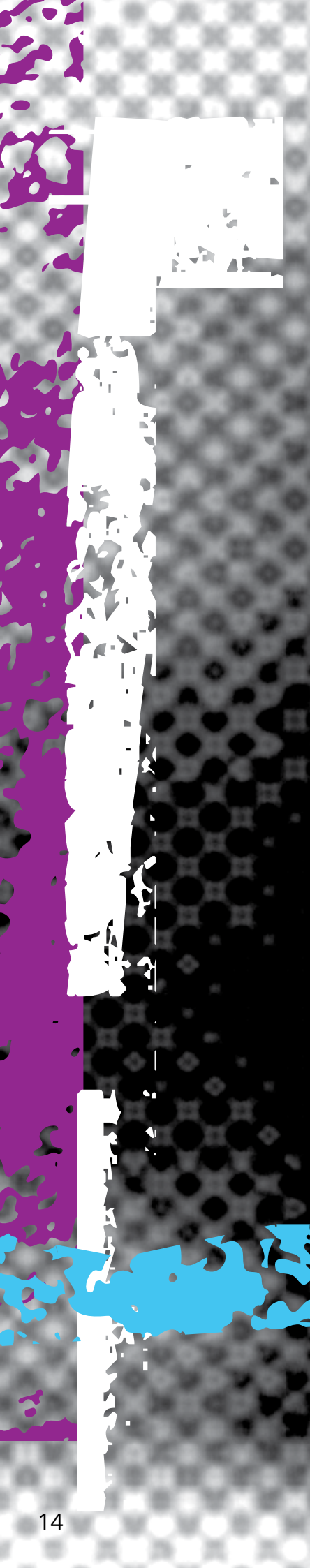
Online hate has often been portrayed as being perpetrated by strangers due to the anonymity that the internet provides its users. However, the findings from this survey challenge the notion of online hate as being perpetrated by anonymous individuals, suggesting that the relationship between victim and offender is much more complicated. Rather than being complete strangers (**20%**), the victim often knows their offender in some way (**73%**). While for some this relationship is well established, such as friends, family or colleagues (**21%**), for many other victims this would appear to be only a limited form of recognition, as whilst perpetrators are not anonymous to the victim they remain unknown (**52%**).

Abuse within LGBT+ communities

Many respondents reported experiences of transphobia and biphobia from within the LGBT+ community, as well as negative attitudes towards other specific subgroups such as asexual, intersex and non-binary people. Abuse within LGBT+ communities is particularly problematic as it can result in people feeling excluded from their own community and can lead to social isolation.

"I have experienced a lot of biphobia in LGBT online spaces"

"Transphobia from within the LGBT community is common, particularly gay men and lesbians"



“Other LGBT people calling for harm to asexual and aromantic people within the community and accusing us of being paedophiles”

“Don’t consider myself part of the LGBT community anymore (even though I am bisexual) because there is a lot of hate and toxicity towards us”

“It angers and annoys me that there is so much hate from within the LGBT community towards each other”

Abuse from transphobic activists

Trans victims did not only receive online abuse from within the LGBT+ community but also regularly received online abuse from transphobic activists.

“I am frequently trolled by anti-trans feminists”

“Terf hate speech is pretty constant. They tend to be very proactive in pushing hate speech and trying to prevent trans people from having acceptance, human rights and access to treatment”

“As a trans woman online, radical feminists have called me (and often all trans women) rapists and paedophiles hundreds of times. The worst incidents involved threats to report me to the police on fabricated charges as “a man and a rapist”

Targeting people who speak out

A number of participants reported that they were frequently targeted and abused for running LGBT+ channels or groups, or posting about LGBT+ issues, and/or for correcting misinformation they had witnessed. Many felt that the negative comments and abuse they received was an attempt to silence them and restrict their freedom to talk about LGBT+ issues.

“I correct people’s interpretations of the Equality Act 2010 and I just end up getting abused. Its anything from name calling to threats of violence”

“I open myself up to explicit bigotry because I run a channel that discusses LGBT+ topics”

“I run an online trans rights campaign which is regularly targeted by transphobes who wish to say transphobic things or deny trans people identities”

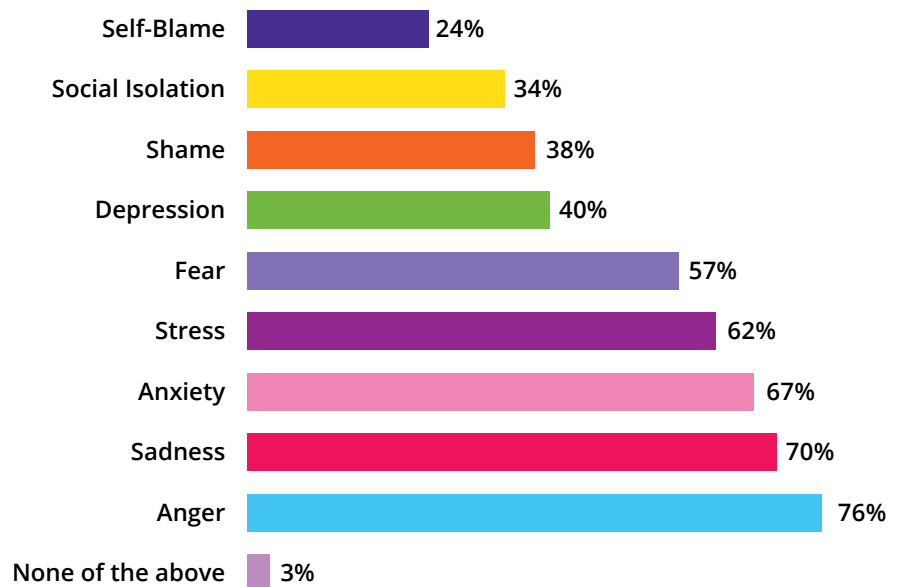


IMPACT AND CONSEQUENCES

Emotional and mental health

Respondents to the survey reported a range of emotional responses to their online victimisation:

AS A RESULT OF THE MOST SERIOUS INCIDENT, DID YOU EXPERIENCE ANY OF THE FOLLOWING:



These responses were rarely experienced in isolation with **87%** of respondents experiencing 2 or more harms as a result of their online victimisation.

Shame and social isolation

Respondents who experienced shame and/or social isolation detailed the negative repercussions that such feelings had. Victims often felt guilty for being LGBT+, which resulted in internalised homophobia, biphobia, and transphobia.

“I have started to resent my sexuality and just not like myself in general because of it”

“The sheer amount of comments has made me hate my sexuality. I used to be very proud of it but now I just hate how and who I love”

“It’s led to me having doubts about my identity and feeling guilty for being a trans man. It also made me feel gross and ashamed”

Furthermore, LGBT+ victims also tend to exclude themselves from online and offline spaces, meaning they were often left to cope with the aftermath of their victimisation alone.

“I no longer go to any LGBT groups, clubs, bar, or organisations. I am now cut off entirely from all LGBT spaces and have no LGBT friends and am incredibly isolated”

“I was already isolated as I had no gay friends, but I had to also leave all online groups, which further added to my isolation. There was no one I could turn to.”

“I stayed inside, hid away, and didn’t talk to anyone”

Many respondents also explained how they had experienced suicidal thoughts and had self-harmed and attempted suicide following their online victimisation.

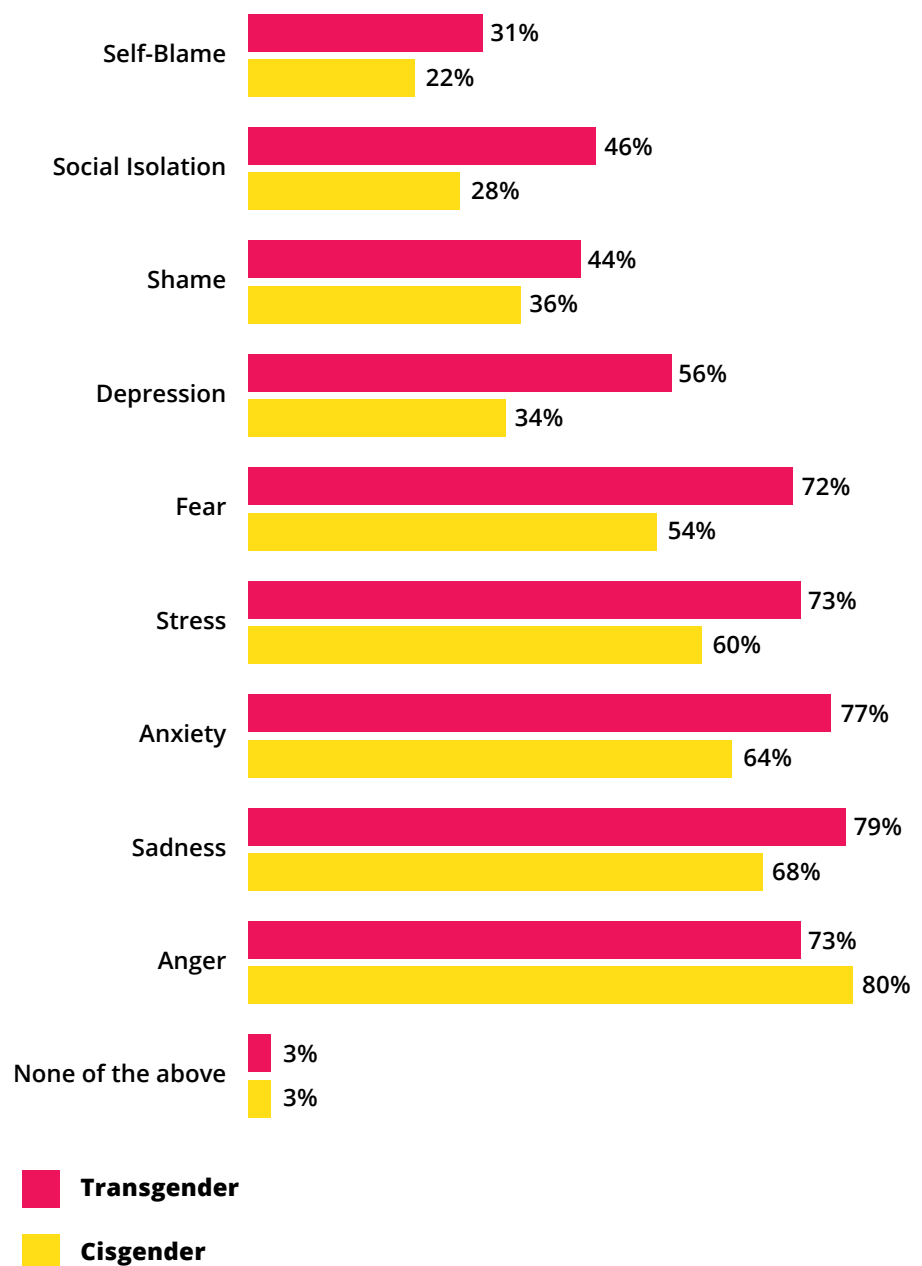
“Following the incidents I became suicidal and attempted to take my own life”

“I self-harmed due to disgust and self-blame from all the insults and comments I got”

“I self-harmed and thought of attempting suicide”

The effects of victimisation were experienced differently by victims within the LGBT+ grouping, with trans victims more likely to suffer as a result of their victimisation compared to cisgender respondents. Trans victims were more likely to experience all negative consequences compared to their cisgender counterparts with the exception of anger, which was more likely to be experienced by cisgender respondents.

AS A RESULT OF YOUR MOST SERIOUS INCIDENT, DID YOU EXPERIENCE ANY OF THE FOLLOWING? (TRANSGENDER V CISGENDER)



Fear for physical safety

While these incidents occurred online, many victims became fearful for their physical safety offline, which is not surprising given that a large amount of online abuse towards LGBT+ people involves threats to their physical safety.

“I’m scared all the time. When I am out I am constantly looking people thinking that they’re following me”

“Makes me more aware of my risk of being abused in the real world and not just online”

“Mainly fear for my physical safety. I have trouble walking around on my own without my mind telling me that there are people out there who generally want to hurt me”

Normalisation

Some survey respondents began to normalise their experiences of online hate as a way of coping with the sheer amount of abuse they received. They did this by downplaying the seriousness of the incidents and just wanting to move on from it.

“I’m used to receiving this kind of abuse now”

“It’s so routine that you just have to deal with it”

“It’s not that bad [the abuse], it could be much worse”

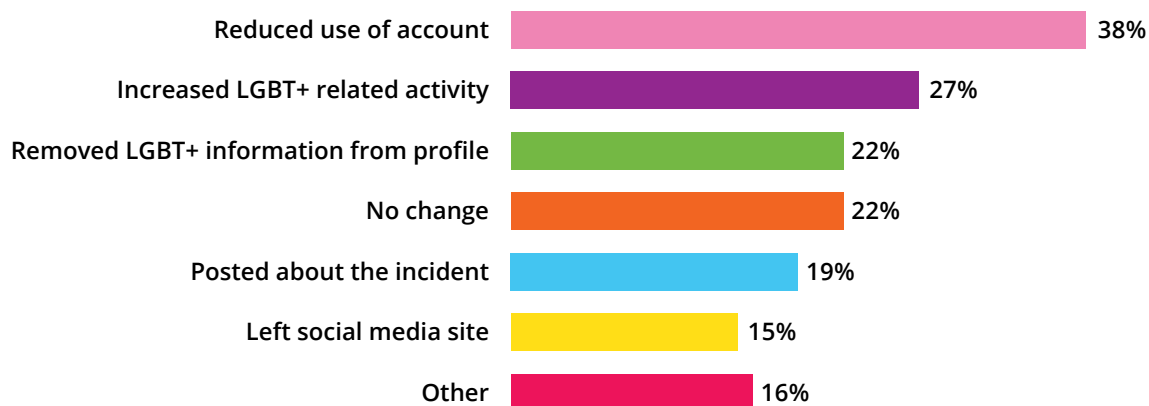
“So routine I just ignore it”

“Luckily it’s one of the lesser incidents, compared to some of the other stories you hear”

“I’ve only received insults and the odd threat. Fairly low level compared to other stuff I have witnessed”

Changes to online activity

DID YOU CHANGE YOUR BEHAVIOUR AFTER THE INCIDENT AND HOW?



Online LGBT+ hate crime/speech appears to silence many individuals, who restrict their use of the internet to reduce their risk of further victimisation. Respondents also stated that they were reluctant to voice opinions online, join online conversations, and share content. Many also tightened controls on their profiles, and blocked large numbers of users, to limit the abuse they could receive.

“I block people and don’t engage in groups anymore”

“I stopped posting in the hope that people would lose interest in sending me abuse”

“I never engage in discussions anymore”

“I limited who saw my posts to only include close friends and family”

“I increased all my account privacy and security settings”

Despite the many negative changes to victim’s behaviour, it is encouraging that for some victims this did not deter them from engaging in LGBT+ topics, forums, posts and activism online; and instead increased their determination to engage in such things as a way of fighting back against such hatred and helping others who may be subject to similar abuse by refusing to be silenced.

“Being abused just made me want to raise more awareness of the hate LGBTQ+ people receive on a daily basis”

“I make sure that if I see anyone being abused that I stick up for them so they know they’re not alone”

“I’ve become an activist. These people are a vocal minority who I wish to counter for the sake of me and my LGBT+ friends and family”

Impact on bystanders

Respondents who were indirectly targeted by anti-LGBT+ abuse online, were similarly affected by viewing offensive and abusive comments and content.

“The sheer number of hurtful comments and death threats I’ve seen other people like me get or that are just out in the open on Facebook/ twitter has made me hate my sexuality”

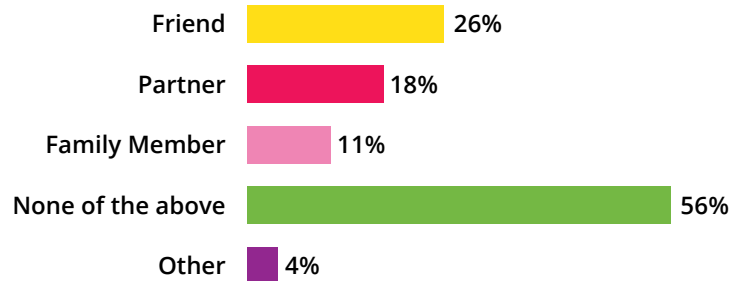
“I have read a lot of nasty hate comments directed at trans people in general. I feel like I can’t click on any post online for there is so much hate and making fun of trans, which hurts so much”

“Even though they weren’t directed at me, reading all these comments about LGBT people really impacted upon me”



Effects beyond the direct victim

DID IT AFFECT ANYONE ELSE IN YOUR LIFE?



Online hate speech does not only affect the LGBT+ people but often their families, friends and partners. Sometimes the abusers also targeted their family and friends.

“They weren’t just threatening me but my friends and family too”

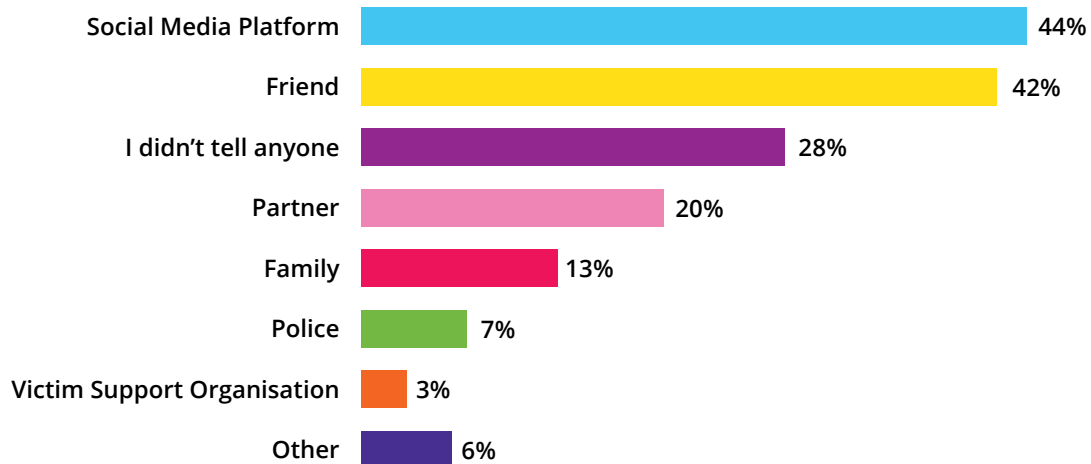
“They also targeted and attacked my partner”

“Friends and family have been affected due to their concern and worry about my safety”

REPORTING AND SUPPORT

Who did you report to?

I REPORTED OR MENTIONED THE INCIDENT TO:



Over a quarter of LGBT+ victims did not report their online victimisation to anyone. Under half (**42%**) reported the incident to the social media platform and only **7%** reported to the police. Some LGBT+ victims mentioned their online victimisation to friends (**42%**), partners (**20%**), and family members (**13%**). While these groups of individuals might be able to provide support to victims of online anti-LGBT+ abuse, they are unable to take any action to address the offence, unlike the police and social media companies.

Reasons for not reporting

Respondents who did not report their victimisation to anyone gave a variety of reasons. **56%** said that it happened too often to tell anyone about it and **55%** just wanted to forget about it and move on. **36%** were afraid that reporting could have made matters worse and **27%** were unsure their victimisation amounted to a hate crime.

WHY DID YOU NOT REPORT OR MENTION THE INCIDENT TO ANYONE?



Some participants explained that they had previously reported their victimisation but had a bad experience as it was not taken seriously and/or nothing was done. They therefore did not see the point in reporting further incidents.

“I’ve reported similar incidents to the police before. Felt stupid for doing so when talking to them and made to feel like I was wasting their time. Nothing was done so what’s the point”

“Nothing ever gets done about it. I’ve reported countless things which are homophobic and Facebook has said it simply doesn’t go against their terms. Why bother?”

“It was just insults/name calling so it wasn’t serious”

A number of respondents had also witnessed online abuse but were reluctant to report what they saw as they felt it wasn’t their responsibility, that somebody had probably already reported it, or that a solitary complaint would not make a difference.

“It didn’t happen to me so I didn’t tell anyone.”

“I thought an individual complaint was of no use”

“I thought someone else would have reported it”

Experiences of reporting to the police

72% of respondents who reported their victimisation to the police were dissatisfied with the response they received.

WHY?

- 68% were dissatisfied because no action taken
- 63% felt the incident was not treated seriously
- 42% encountered a professional who had little knowledge of LGBT+ issues
- 39% felt there were too many steps to go through
- 37% had to repeat what happened several times
- 37% had to disclose their sexual orientation/gender identity to several people
- 26% had received an automated response
- 24% felt they were belittled or blamed
- 13% did not receive a response

On the other hand, 16% of respondents who reported their victimisation to the police were satisfied with the response they received.

WHY?

- 37% felt they were treated with respect
- 37% felt they were listened to
- 24% felt they were responded to quickly
- 24% felt the incident was taken seriously
- 13% were satisfied because the offender faced consequences

Experiences of reporting to social media platforms

75% of respondents who reported their victimisation to a social media platform were left dissatisfied with the response they received.

WHY?

- **73%** were unhappy because no action was taken
- **58%** felt the incident was not treated seriously
- **54%** received an automated response
- **23%** encountered a professional who had limited knowledge of LGBT+ issues
- **20%** did not receive a response
- **15%** felt there were too many steps to go through
- **11%** had to repeat what happened several times
- **9%** felt they were belittled or blamed
- **7%** had to disclose their sexual orientation/gender identity to several people

On the other hand, only **11%** of respondents who reported to social media were satisfied with the response they received.

WHY?

- **13%** were satisfied because they felt they were responded to quickly
- **11%** felt they were treated with respect
- **11%** felt the incident was taken seriously
- **9%** felt they were listened to
- **6%** were satisfied because the respondent faced consequences

A particular issue raised by respondents related to social media companies' community guidelines, which prohibit hate speech, harassment, physical threats and other types of abuse. For example, Facebook prohibits content that "directly attacks" people on the basis of their sexual orientation and gender identity (among other characteristics such as race, ethnicity, religion, age, and disability). Twitter also prohibits posts that promote "violence against or directly attack or threaten other people on the basis of the same characteristics". YouTube also prohibits material that "promotes violence or hatred against individuals or groups based on a similar list of characteristics, which includes sexual orientation and gender identity. However, many respondents expressed anger and disappointment at reporting material they believed contravened these guidelines, only for the online platform to tell them this was not the case, meaning the content was not removed.

"They did not find death threats to gay people to breach their guidelines"

“I reported the post, but Facebook did not think it broke their T&Cs, so no action was taken”

“I reported it to YouTube and the response was that it didn’t violate community standards. This has been the case on multiple occasions with incidents relating to trans people, with everything from baseline mockery and derision to suggested violence and eradication”

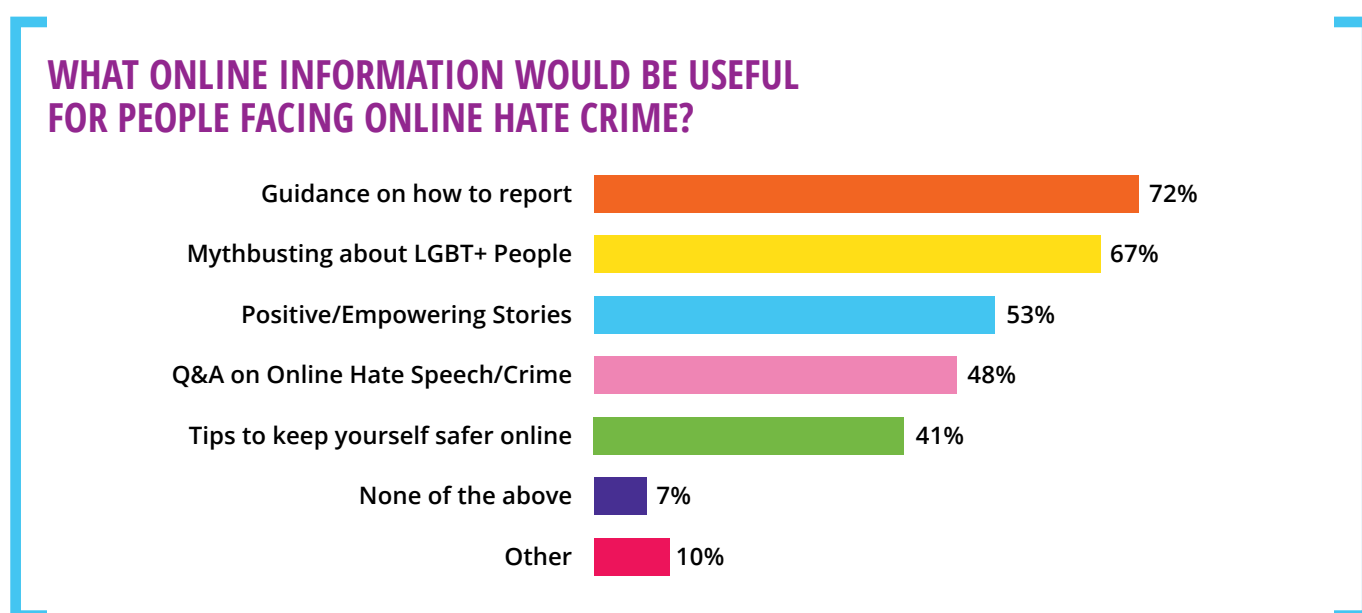
“The extraordinary thing is the social media site believed this was acceptable, and left it there. It’s a major problem”

Support

Only **3%** of LGBT+ victims of online abuse sought to engage with victim support services. This is particularly worrying given the effects that anti-LGBT+ abuse can have on its victims.

Similarly, **91%** of victims were unaware of online tools to report their online victimisation or resources that were designed to support victims of online anti-LGBT+ abuse.

Respondents were therefore asked what online information would be useful for people experiencing online hate speech/crime:



72% of respondents want guidance on how to report, **67%** want to see myth busting about LGBT+ people online, while **53%** want to see positive and empowering stories. **48%** want a Q&A on online hate speech/crime and **41%** want tips to keep themselves safer online.

METHODOLOGY

An online survey was created, which was publicised on a range of social media platforms and distributed through online community networks of LGBT+ activists and individuals.

A total of 700 responses were received.

It is worth noting that non-probability sampling was used to derive the sample of respondents, and therefore suffers from sample bias. However, Meyer and Wilson² note that non-probability sampling is often the only option available to researchers embarking on research with LGBT populations. In addition, the hypothesis tested in this analysis are concerned with the existence of intervariable relations and strengths of association, and as a result the use of non-probability sampling does not fundamentally weaken the design of the study³.

The gender demographic of the sample included 37% of people who identified as male, 37% who identified as female, 13% who identified as non-binary, 6% identified as genderqueer, 5% as other, and 2% were unsure.

In terms of sexual orientation, 27% identified as gay men, 22% as lesbian, 18% as bisexual, 12% as pansexual, 8% as queer, 7% as asexual, 4% as other, and 2% as heterosexual.

Furthermore, 29% of the sample were trans, 65% were cisgender, and 6% were unsure.

In terms of ethnicity, 74% were white British, 10% were white European, 4% other, 4% white Irish, 2% mixed – white and Asian, 1% were Asian/Asian British – Indian, mixed – white and black Caribbean, mixed – white and black African, white Gypsy or Irish traveller, and other – Latin America.

44% of participants were between the age of 18-24, 13% were between 30-39, 12% were between 25-29, 10% were under 18, 9% were between 40-49 and 50-59, 3% between 60-69, and 1% were over 70.

With regards to region, 18% of respondents were from South East England, 12% from Greater London, 10% from Scotland and North West England, 9% from South West England, 8% from West Midlands and Yorkshire and the Humber, 7% from the East Midlands, 6% from Wales, 5% from North East England, 4% from East England, and 2% from Northern Ireland.

2. Meyer, I. and Wilson, P.
(2009) 'Sampling Lesbian, Gay and Bisexual Populations', *Journal of Counselling Psychology*, 56(1): 23-31.

3. Dorofeev, S. and Grant, P.
(2006) *Statistics for Real-Life Sample Surveys: Non-Simple Random Samples and Weighted Data*, Cambridge: University Press.

TERMINOLOGY

Asexual people do not experience sexual attraction towards others, or have low or absent interest in or desire for sexual activity.

Doxing is the publishing of private or identifying information about a particular individual without their consent.

Intersex people are individuals whose anatomy or physiology differs from contemporary cultural stereotypes of what constitute typical male and female.

LGBT+ is an umbrella term which includes lesbian, gay, bisexual, trans, non-binary, intersex, queer, pansexual, asexual and other minority sexual orientations and gender identities.

Non-binary gender identities are identities that are not exclusively male or female, or neither.

Online anti-LGBT+ hate crime is any crime that is targeted at a person because of hostility or prejudice based on a person's perceived sexual orientation or gender identity that takes place online.

Online anti-LGBT+ hate speech is any online communication or expression which advocates, promotes, or incites hatred, discrimination or violence, against any individual or group, because of their sexual orientation, or gender identity.

Outing is disclosing a person's gender history, gender identity, sexual orientation or HIV status without their consent.

Trans (or transgender) is an umbrella term, which includes everyone whose gender history, identity or expression does not fit what others assumed they were at birth.

