Notes from meeting of the UKCCIS Executive Board
16 July 2012 - 14:00 to 15:15
Home Office, London SW1

Attendees:

Lynne Featherstone MP	PUSS Equalities and Criminal Information, Joint Chair
Simon Hampton	Google
Chris Woolard	Ofcom
Susie Hargreaves	IWF
Elizabeth Kanter	RIM Blackberry
Will Gardner	Safer Internet Centre
David Happy	Samsung
Phil Raines	Scottish Government
Jo Twist	UKIE
John Carr	CHIS
John Grounds	NSPCC
Simon Milner	Facebook
Joe Godwin	BBC
Anne Heal	Openreach
Mike Short	O2
Vicki Shotbolt	Parentzone
Andrew Uden	Tesco
Dido Harding	TalkTalk
Sue Warrington	Headteacher
Peter Davies	CEOP
Sonia Livingstone	LSE
Alan Reiss	DfE
Judith Grant	DfE
Millie Mclear	Young Person
Ned Bayfield	Young person

Apologies received from:

Tim Loughton MP	PUSS Children and Families
Ed Vaizey MP	Minister for Culture and the Creative Industries
Scott Dodds	Microsoft

Observers:

John Hubbard	DfE
Louise Woodward	DfE
Gillian Machin	DfE
Claudia Rodrigues	DfE
David Tate	DfE

John Sexton	DCMS
Kate McGavin	DCMS
Anna Kasparian	Home Office (main note taker)
Pippa Green	Accompanying Young People

Item 1 - Welcome, introductions, and declaring interests

1. Ms Featherstone welcomed everyone to the meeting, and said that because of commitments in the House of Commons, the meeting would be shortened.

2. Ms Featherstone listed apologies and welcomed four new members to the board: Vicki Shotbolt (Parentzone), Sue Warrington (Headteacher of Chace Community School), Andrew Uden (Tesco) and Dido Harding (TalkTalk). The Minister also introduced Anne Heal (Openreach) who is leading on the public wifi project and will report to the board for the duration of the project; and two young people, Ned Bayfield and Millie Mclear observing and contributing to item 9, as part of their work experience week with Childnet.

3. The Minister asked board members to declare interests. Dido Harding declared that she was married to a Minister, but that his portfolio did not cross over with UKCCIS's.

Item 2 – Role and purpose of UKCISS update

4. John Grounds explained that the aim was to sign off new wording on the Terms of Reference, which describe commitment to UKCCIS policies and procedures, following his review of the role and purpose which reported in January 2012. The board had proposed 'should support' which was then modified to 'should support and promote' and then further to 'should support and, as appropriate, promote'.

5. Mr Grounds then explained the other changes to the Terms of Reference which included replacing 'Active choice' in the list of policies with 'Effective parental controls' pending the outcome of the discussion on parental controls; and removing the provision for the Ministerial chairs to make decisions for the board where consensus is not reached.

6. Joe Godwin (BBC) expressed his gratitude for the flexibility in including 'where appropriate' in the wording about the commitment to UKCCIS policies and principles. There were no further comments and the Terms of Reference were signed off.

Action 1: Secretariat to send final copy of Terms of Reference to the board and upload to UKCCIS website

Item 3 – UKCCIS support for initiatives by use of the logo

Action 2: use of logo will be taken in correspondence; Secretariat to action

Item 4 – Data Indicators - progress and next steps

7. Sonia Livingstone said there had been some good progress. Facebook, Club Penguin and Everything Everywhere have all agreed to take part in the pilot. Everything Everywhere have filed a seven-page report and Club Penguin a powerpoint presentation on their code of practice, which is due to be updated in the next few days.

8. Professor Livingstone said that there were several challenges to getting solid data with evidence of risks scattered across lots of areas in each company especially as there is no specific process for identifying which calls come from or on behalf of children. She said that Everything Everywhere had agreed a small pilot of up to100 calls to assess this.

9. Simon Milner said that he hoped to get a report to the project group soon.

10. Ms Featherstone thanked Sonia Livingstone for her continued good work and said that there would be further discussion in a closed session on the data collected by the pilot at the October board meeting.

Item 5 – Consultation on Parental Controls

11. Ms Featherstone invited Judith Grant (UKCCIS Secretariat) to provide a progress report on the parental controls consultation. Ms Grant reported that the consultation was launched on 28 June: however a technical fault on the DfE e-consultation website occurred later that day which meant that respondents could see other respondents' personal details and comments. The website was closed on 29 June so that the fault could be investigated and rectified.

12. A secure interim website was opened on 2 July and will continue in operation until further notice. As at 13 July there had been a total of 167 responses: 112 were before the problem occurred, 33 were made

after the problem occurred and before the website closed, and 22 had been made through the interim website.

13. John Carr raised a number of issues: the consultation was for 10 weeks over the summer, rather than the customary 12 weeks; the questionnaire was long; the interim arrangements were difficult to use, and it is hard to engage charities and the public in the way that businesses will be. He also raised that there had been a leaked email reported in the Daily Mail on 30 June which suggested that the outcome of the consultation had already been decided. Joe Godwin commented that as 'Active Choice' is currently UKCCIS policy, he didn't understand John Carr's concern that the consultation might not come down against this.

14. Ms Featherstone responded that 10 weeks was acceptable because seeking views in this way did not constitute a full consultation; and that the topic being reviewed was not new. Ms Featherstone said that Ministers have previously made clear their commitment to 'Active Choice' but remain open to the outcome of the consultation. Findings from the consultation will be discussed at a special meeting of the Executive Board on 17 September.

Action 3: **Secretariat to invite board members to a special meeting on 17 September.**

Item 6 – Public Wifi update

15. Anne Heal gave an update on the progress of the public Wifi project. She said that there had been good progress and that she had set up an industry working group including mobile representatives; and had initial discussions with others representing Mumsnet and NSPCC among others. She said that there were plans for a further group covering retailers and location owners.

16. Ms Heal highlighted the three main areas of broadband that the project would cover. These are retail shops or locations (such as Starbucks, John Lewis), public places (such as London Underground stations, libraries) and private/public Wifi access.

17. Ms Heal said that there was a great deal of recognition from all parties that things need to happen and expected significant output in the autumn.

18. On independent review Ms Heal said that she thought regular discussions at the UKCCIS board would be sufficient.

19. Ms Featherstone said that there had been a very positive start and thanked Ms Heal.

Item 7 – Feedback on Summit 2012

> **Action 4: Due to the shortened meeting, this item was postponed until the October board meeting**

Item 8 – BlackBerry filtering

20. Chris Woolard summarised the update paper that was circulated to the board:

    a. RIM has provided a technical solution and made this available to the Mobile Network Operators for testing;

    b. Three has migrated all of its BlackBerry customers already.

    c. O2 anticipates migrating of all its pre-pay and new tariff customers by 20 July.

    d. Everything Everywhere (EE) and Virgin estimate that they will complete migration of all customers within a few weeks of 19 July.

    e. O2 (legacy contract customers) and Vodafone (all customers) expect to migrate their customers between 10-20 and 10-30 September respectively. Both operators will offer a manual migration "workaround" from 19 July for individual customers who call to request filtering.

    f. O2, Three and Vodafone have agreed and signed LOAs with RIM.

    g. EE and Virgin are close to signing but have not yet reached final agreements.

21. The problems with O2 last week highlighted some of the issues and risks of transition to new software and lessons have been learned from this. Elizabeth Kanter from RIM made the point that the deadline was only missed by a few weeks.

22. Ms Featherstone expressed some disappointment that a large number of children will be unprotected until September.

23. Vicki Shotbolt from Parentzone highlighted the lack of information for parents about the fact that their children were unprotected and explained that she had checked the relevant websites that day. Elizabeth Kanter

said that all the MNOs had agreed the same messages to parents and that their respective websites had been updated with this information. Ms Kanter offered to talk in more detail with Ms Shotbolt.

Action 5: Ofcom to produce a paper on lessons learned for the board meeting in October.

Item 9 – Recent media issues including Habbo Hotel and trolling

24. Ms Featherstone summarised the recent Habbo Hotel incident and asked the young people their views. Millie Mclear and Ned Bayfield (young people) said that one of their key issues of concern regarding safety online was that of unregulated sites. Both young people had parental controls set at home.

25. Jo Twist asked whether the young people would prefer to be told what they could and could not do online, or make that decision for themselves. They responded that they would prefer to make that decision themselves with sufficient knowledge of the dangers of online content.

26. The Minister and Dido Harding asked the young people what their views were of the key issues to do with internet safety. They responded that the key dangerous issue of concern was that of communicating with strangers pretending to be other people online.

27. Mike Short asked if there were any tools or support they would like to see developed to assist with using wifi sensibly. The young people responded that information on how to deal effectively and safely with pop-up information would be useful. Jo Twist asked about blocking of content in public places other than in schools. The young people responded that they would find it inconvenient and irritating. Andrew Uden asked whether retailers setting parental controls on all devices prior to sale would affect the way young people use the internet. The young people responded that it would make little, if any, difference.

28. Mike Short and the Minister asked how much content online is currently blocked at school, and would young people typically complain if they came across harmful content. They responded that lots of useful sites they need for homework are blocked and if they came across a pop-up advert for harmful content they would just close it; but if they came across a harmful content site they would report it.

29. There was a discussion about self-regulation. John Carr noted that both the BlackBerry filtering issue and the Habbo Hotel incident have both taken place, and both companies had signed the appropriate documentation and met the standards set by the European Commission. He said that this proves that self-regulation is not always effective. Sonia

Livingstone supported this and said it raised questions for the legitimacy of the board.

30. Peter Davies said that with issues of child safety the focus should be on creating higher standards and not merely minimum standards for online protection. Sonia Livingstone and Will Gardner said that monitoring and independent review are both alternative solutions to more regulation.

31. Jo Twist and Dido Harding noted that this issue meant that getting data from the Data Indicators Pilot is crucial so we understand the key issues that users care about. Dr Jo Twist pointed out that there was a choice here: the data are provided voluntarily or there be a need to regulate.

32. Ms Featherstone sought the views on trolling. The young people responded that trolling happens a lot and that it is augmented by the fact that those committing trolling cannot see the face of the victim. They wanted it made clearer what steps they could take should they become a victim of trolling.

33. Ms Featherstone asked the board their views on whether there is more that can be done to prevent such abuse and provide victims with redress. There was a discussion around data protection laws and clarity of next steps available to the victims. Will Gardner said the key is to understand what is available to use and that Nicola Brookes chose not to use blocking software, but that this software does exist. Peter Davies clarified that charges could be brought under the Malicious Communications Act (1988) but that there is a six-month limit to get the data required to bring charges. An extension of this time limit would be helpful in bringing prosecutions.

34. Ms Featherstone thanked the young people for their helpful contributions to the discussions.

Item 10 - AOB

35. Ms Featherstone congratulated John Carr on his appointment to Visiting Senior Fellow at the London School of Economics, and Mike Short for his CBE award for services to the Mobile Industry.

36. Ms Featherstone thanked board members for attending and contributing, and noted that despite the challenging territory in which the board is working we are making progress,

Next meeting

37. Findings from the consultation will be discussed at a special meeting of the Executive Board on 17 September at the Department for Education.