

**Final notes from meeting of the UKCCIS Executive Board  
11 February 2013 – 15.00-17.00  
Department for Education, London SW1**

**Attendees:**

Edward Timpson MP Chair	Minister for Children and Families
Ed Vaizey MP Claire Perry MP	Minister for Culture and the Creative Industries
Joe Godwin	BBC
Julian Ashworth	BT
Peter Davies	CEOP
John Carr	CHIS
Simon Milner	Facebook
Susie Hargreaves	IWF
Sonia Livingstone	LSE
Scott Dodds	Microsoft
Peter Liver	Childline
Mike Short	02
Claudio Pollack	Ofcom
Vicki Shotbolt	Parentzone
Elizabeth Kanter	Blackberry
Will Gardner	Safer Internet Centre
David Happy	Samsung
Dido Harding	TalkTalk
Andrew Uden	Tesco
Sue Warrington	Chace Community School
Anne Heal	Openreach
Phil Raines	Scottish Government
Judith Grant	DfE

**Apologies received from:**

Jeremy Browne MP	Minister for Crime Prevention
Jo Twist	UKIE

**Observers:**

David Tate	DfE
Steve Creed	DfE
Gillian Machin	DfE
Michael Mensah	DfE
Claudia Rodrigues	DfE
Nasmin Begum	DfE
Jo Trapp	DCMS
John Sexton	DCMS
Jon Williams	HO

## **Item 1 - Welcome, introductions and declaring interests**

1. Apologies were received from Jeremy Browne, Minister for Crime Prevention and Jo Twist, UKIE.
2. Edward Timpson explained that:
  - that internet safety had been proposed for inclusion in the new primary National Curriculum from September 2014. There will be a consultation and all were encouraged to take part.
  - Tesco are now providing information about parental controls on till receipts when an internet-enabled device is purchased.
  - all Government departments are reviewing their resources, including for the UKCCIS Secretariat. Internet safety remains a very important part of the Department's policy.

## **Items 2 and 3 – Update on family-friendly internet access and age verification in relation to ISPs**

3. Dido Harding and Julian Ashworth updated on where ISPs were on parental controls. The update included:
  - by the end of 2013, the four main ISPs will have whole-home /network-level solutions in place, and closed-loop systems which email the primary account holder when any changes are made to the parental controls. This is the approach being taken to ensure that the person setting up the parental controls is an adult.
  - the four main ISPs do credit check a significant proportion of new customers but by virtue of taking out a fixed broadband connection under a contract they are identified as the adult and primary account holder.
  - Everything Everywhere will now be engaged in this work as a fifth major fixed line ISP.
4. Discussion points included:
  - this is a big step forward, but it does not match what was said in the Prime Minister's article in the Daily Mail.
  - there is a danger of creating a problem where there is not one and that we should recognise that what is on offer is the safest internet access in the world. The closed loop system is how ISPs bill their customers, so has a high measure of robustness.
  - ISPs are making good progress but further work needed to be done on classification and helping ISPs to define what universally-available, family-friendly internet looks like.

- there should be consultation with parents and young people to see if the systems and categorisation of content meets people's needs.
- there is recognition that filters are only one part of the solution, that parents need the information to make informed decisions, and that filtering might not be what every parent wanted to apply.
- there is a need to identify what success looks like, and Ofcom offered to fine-tune their media literacy survey to help.
- it is not clear how filtering will work for multiple users and ages using one device.
- it is important to see industry working together to provide parents with tools and education.

5. Other points included:

- Dido Harding said she wanted to jointly create the equivalent of the green cross code for e-safety, and that she is working on plans for a 30-second 'back to school' video for September, targeting primary school children on how to stay safe on the internet. Ms Harding asked if other board members could help with this project and in putting money aside for this.
- Ed Vaizey said the ISP meeting of 31 January was a good meeting. He said that ISPs should not be competing against each other but working together to have their systems ready by the end of 2013.
- 800,000 customers are now using TalkTalk's HomeSafe service, and their next development will be filtering that caters for multiple users of different ages. To avoid confusing parents they need to start at a basic level and build slowly.
- the importance of device- level filters which also provide additional safety nets should be noted: ISPs cannot be asked to solve the whole problem.
- John Carr said he was happy to wait to see what progress was made, but felt that there had been a change in Government policy.

6. Mr Timpson summed up by saying that Ministers and Government remained united, that members need to acknowledge the progress made by ISPs, but more needs to be done collectively, e.g. device manufacturers to do their part, and more needs to be done on education and awareness.

**Laptops, PCs and tablets roundtable**

7. Andrew Uden updated on the laptop, PCs and tablets roundtable held on 7 February:

- there was a sense of a repeat of old discussions around getting leaflets into boxes. There had been push-back that this was not practical, with industry generally moving away from paperwork to onscreen information; but also that onscreen prompts interfered with the customer journey to get online quickly and seamlessly.
- manufacturers need to share their development roadmaps to improve access to the tools that exist on many devices but which are buried at a level many users are not readily willing to explore.
- development of better tools was required, and co-operation between call centres to help parents set-up parental controls was needed.
- there needed to be a focus on manufacturers and retailers providing information on their websites.

#### 8. Comments included:

- Mr Timpson asked how to create a greater challenge of actively making parents aware of parental controls.
- Joe Goodwin enquired about Apple and their input. Mr Uden said that 85 per cent of Apple products were sold in-store and all staff were now trained to prompt customers and help them set-up parental controls.
- there was discussion about the complexities of manufacturing products for a global market, and the need to work with research and development functions as well as government affairs employees.

#### Action points:

Claire Perry will meet with each of the ISPs to discuss:

- their developing solutions in more detail
- households with multiple filtering needs
- benchmarks for filtering, e.g. BBFC
- robust age verification systems, including the issue of timing emails to the accountholder
- what does success look like
- The Board should consider how to consult parents and children
- ISPs and board members to work collectively to raise awareness and empower parents
- Board members to work with Ofcom to fine-tune media literacy survey.
- David Happy to lead a group to assist DCMS officials in approaching Asian device manufacturers to collaborate in the provision of parental controls and information to parents.

#### Item 4 – Public WiFi update

9. Anne Heal said progress had been made by the six largest public WiFi providers (O2, Sky, BT, Virgin, Arqiva, and Nomad), who together account for upwards of 96 per cent of public WiFi provision. They all now have a range of offerings that filter adult content. She said there was considerable nervousness that filtering content could be regarded as intercepting data, and which could put providers in breach of the Regulation of Investigatory Powers Act 20. The project now needs to move to an educational phase; and retailers and site owners need to inform and help parents to understand what is now in place. The IT trade association, Intellect UK, is planning a seminar to raise awareness, and Ms Heal raised the possibility of a family-friendly WiFi logo that would encourage take-up.

10. Comments included:

- that O2 have been working with Macdonald's and Costa Coffee on family -friendly internet
- there was agreement that some sort of recognition such as a logo would be helpful.
- there needs to be clarity as to whether WiFi providers charge extra for filtering services.

Action points:

- Edward Timpson asked that John Carr put his request about charges in writing to the group to discuss.
- Secretariat to raise issue of illegally intercepting information with No.10 officials.

## **Item 5 – Safer internet day update**

11. Will Gardner updated the Board on Safer Internet Day (SID) which took place on 5 February and thanked UKCCIS Ministers for their involvement on the day:

- there were 300 organisations involved – an increase from 170 in 2012. These included organisations such as Girl Guides, libraries, councils, and a number of police forces.
- there was a survey on Children's rights and responsibilities online involving 24,000 primary and secondary school children. The no.1 concern was that children wanted to feel safe online.
- there were a wide range of activities that took place in support of SID, in particular a 15 hour radio program, the BBC 'Share Take Care' campaign, Disney's media contribution and an event hosted by Microsoft.

- the next Safer Internet Day will be in February 2014. Suggestions were made to improve awareness of the event in schools (e.g. schools being tweeted by DfE), and by encouraging greater involvement of device manufacturers and retailers.

#### **Item 6 – Transparency and online safety update [data indicators pilot]**

12. Sonia Livingstone explained that a working group led by Sonia and Simon Milner met on 29 January to explore a common framework for making data collection, user policies, processes, and partnerships more accessible to parents. The working group concluded that a common framework would be difficult, but companies do have information available that would be useful for parents. The group discussed the possibility of putting this information in one place e.g. Safer Internet Centre, ParentPort or Get Safe Online.
13. Comments made by board members included that there should be standardised and better signposting for parents, and that UKCCIS members should be able to tell us where their information is kept. The process could be made simple by having some up front integration (a pop-up box with reporting information) and one place to put information, such as ParentPort, would be welcomed.
14. Edward Timpson summed up by pointing out that this work crosses over with the ISPs' work, and it should be considered as part of Claire Perry's meetings with the ISPs.

Action point:

- Secretariat to consider and make recommendations on transparency issues.

#### **Item 7 – BB filtering update**

15. Claudio Pollack gave a summary of the BlackBerry filtering issue dealt with by Ofcom between December 2011 and September 2012. In December 2011 it became apparent that BlackBerry handsets had no adult content filtering or the IWF block list in place across almost all network operators. The IWF block list was put in place very quickly, and by September 2012, adult filtering was in place across all networks for BlackBerry devices. Mr Pollack said that some parties felt that progress had been too slow and un-necessarily complex.

16. Comments included:

- Elizabeth Kanter pointed out that it had been a very unpleasant process and complimented Ofcom and DfE for their handling of the issue.
- that new BlackBerry devices are now subject to the same filtering systems as other manufacturer's handset.
- John Carr said that things had worked out well in the end and that a positive outcome was that the IWF block list was now implemented globally as a result.

### **Item 8 – Discussion on sexting**

17. Edward Timpson opened discussions by saying that the main issue was to tackle the problem and that the terminology was not the primary issue. Mike Short said that he believed that the term 'sexting' was sensationalist, he would prefer it to be in plain English: UKCCIS should not be endorsing the word.

18. Discussion points included:

- that children did not use the term 'sexting'; that parents were not aware of this happening
- children refer to it as rude images rather than sexting.
- that prevention should be taught in schools as part of sexual health
- it is important that children understand that their digital profile will stay with them for life.
- during an IWF awareness event in 40 hours, IWF found 1200 images had been uploaded and shared on paedophile sites.

Action point:

- Mike Short to facilitate a group to discuss the problem of children sharing of sexual images.

### **Item 9 - AOB**

19. Edward Timpson reminded everyone of the on-going Board membership refresh and that nominations should be sent to the secretariat inbox by 22 February.

### **Next meeting**

20. The next meeting will be held on 7 May 2013 at the Home Office from 10.00-12.00.