

## **UKCCIS Executive Board Meeting Minutes**

**14:00 – 16:00, 28 March 2017**

**Committee Room 17, House of Commons, London SW1A**

**Chair: Tracey Crouch MP**

### **Attendees**

|                          |   |
|--------------------------|---|
| Tracey Crouch MP (Chair) | Minister for Online Safety, DCMS  |
| Edward Timpson MP        | Minister for Vulnerable Children and Families, DfE  |
| Sam Sharps               | Senior Government Affairs Manager (UK and Ireland), Apple                                       |
| Rose Durban              | Association of Directors of Children's Services   |
| Alice Webb               | Director, BBC Children  |
| Alexandra Evans          | Policy Director, BBFC   |
| Julian Ashworth          | Group Director (Industrial Policy Strategy), BT   |
| Kate Sinnott             | Senior Manager - Innovation and Partnerships, CEOP  |
| Will Gardner             | Chief Executive, Childnet International   |
| John Carr                | Internet Adviser, CHIS  |
| Tessy Ojo                | Chief Executive, Diana Award  |
| Simon Milner             | Director of Policy, Facebook  |
| Katie O'Donovan          | Public Policy and Government Relations Manager, Google  |
| Annie Mullins            | Independent   |
| Carolyn Bunting          | General Manager, Internet Matters   |
| Susie Hargreaves         | Chief Executive, IWF  |
| Sonia Livingstone        | Professor of Social Psychology, LSE   |
| Mike Britton             | National Police Chiefs' Council (on phone)  |
| Claire Lilley            | Head of Child Safety Online, NSPCC  |
| Vikki Cook               | Director (Standards and Audience Protection), Ofcom   |
| Simon Miller             | Deputy Head of Public Affairs, O2 / Telefonica  |
| Vicki Shotbolt           | Chief Executive, ParentZone   |
| Adam Kinsley             | Director of Policy, Sky   |
| Richard Graham           | Tavistock and Portman NHS Foundation Trust  |
| Nick Pickles             | Head of Public Policy and Government (UK), Twitter  |
| Jo Twist                 | Chief Executive, UKIE   |
| Ruth Meadows             | Head of Communications and Marketing - Department for<br>Education and Skills, Welsh Government |

### **Apologies received from**

|                     |   |
|---------------------|---|
| Sarah Newton        | Minister for Vulnerability, Safeguarding and Countering<br>Extremism            |
| Garreth Cameron     | Strategic Liaison Group Manager, ICO  |
| Ellis McDaniel      | Assistant Secretary - Family and Children's Policy Directorate,<br>NI Executive |
| Scottish Government |   |
| Daniel Butler       | Head of Public Affairs and Policy, Virgin Media                                 |

### **Other attendees**

|                |   |
|----------------|---|
| Sarah Connolly | Department for Culture, Media and Sport |
| Rachael Bishop | Department for Culture, Media and Sport |
| Susie Green    | Department for Culture, Media and Sport |
| Bradley Finn   | Department for Culture, Media and Sport |
| Silvia Fukuoka | Department for Culture, Media and Sport |
| Eugene Quinn   | Department for Culture, Media and Sport |
| Michael Bell   | Department for Education                |

**Item 1. Welcome and introductions (Tracey Crouch - Chair)**

1. The Chair opened the meeting and welcomed members. She introduced herself as the minister in DCMS with responsibility for the Child Internet Safety portfolio.
2. The Chair noted that the Board meeting would be focused on the Internet Safety Strategy, which was announced by the DCMS Secretary of State in February. The Chair asked for any usual Board business to be directed to the Secretariat.
3. The Chair explained that the Strategy is not designed to supersede the work of UKCCIS and individual organisations represented on the Executive Board; instead, the Strategy aims to amplify this work along with introducing new policy initiatives.
4. The Chair confirmed that during the session, it would be helpful to receive evidence on the current child internet safety risks, the gaps in provision for child internet safety and the potential policy solutions in the child internet safety area.

**Item 2. Internet Safety Strategy - discussion (Tracey Crouch - Chair)**

5. The Chair invited Board members to provide their thoughts on the four pillars that form the basis of the Internet Safety Strategy (helping children; helping parents; industry's responsibilities to society and using tech solutions).
6. Edward Timpson (DfE) updated the Board on the new measures being introduced on Relationship and Sex Education (RSE) / Personal Social and Health Education (PSHE) through the Children and Social Work Bill. The new provisions will place a duty on secondary schools to teach RSE and primary schools to teach about relationships. The Act also provides powers for the Secretary of State to make PSHE, or elements therein, mandatory in all schools, subject to careful consideration.
7. Edward Timpson said that an extensive stakeholder engagement period will take place to consider the structure of any new RSE curriculum. He encouraged interested Board members to use the UKCCIS Secretariat as a way to engage with DfE throughout the consultation process.
8. Professor Sonia Livingstone provided a summary of her updated literature review on child internet safety, which is being used to support the evidence base for the Internet Safety Strategy.
9. Professor Livingstone noted that children's current top concerns on internet safety were access to pornography and violence on file sharing sites and spending too much time online. Parents' top concerns are children's access to violent content online and the use of targeted advertising. Cyberbullying is also a concern, but that term does not cover all behaviour. The evidence gaps with regards to child internet safety are primarily the relationship between risk and harm, along with understanding the effectiveness of potential policy solutions.
10. Annie Mullins (Independent) commented that there have been cases amongst 13-15 year old girls who have expressed their angst by sending abusive messages to

themselves. The police have been required to assure parents that this abuse is self-generated so it can be treated appropriately.

11. Dr Richard Graham (Tavistock and Portman NHS Trust) pointed out that it is difficult to narrow down research parameters to effectively investigate children's online behaviour and experiences. Social media can be both a catalyst and a cause of poor behaviour online so digital resilience and timely interventions are an important part of the narrative.
12. Annie Mullins reflected that advertising on platforms might make children feel spied on, as in the case of advertising on mental health support for children suffering from depression. Prof Livingstone said that children do not like the interruption of online advertising.

### ***Discussion on children / parents pillars***

13. Sarah Connolly (DCMS) said that the first two pillars of the Strategy considered long-term solutions, with an aim to understand how to build digital resilience amongst children and provide support networks to underpin this.
14. A number of Board members said that the best approach would bring together the various initiatives undertaken by different organisations in the child internet safety space, with the Government setting out a definitive framework of what constitutes child internet safety for companies to consider as part of their work.
15. Rose Durban (ADCS) noted that awareness of girls' vulnerabilities to online risks was high, but that in her experience boys are equally vulnerable.
16. Will Gardner (Childnet International) said that there was a need to consider digital competencies at key stages in young people's lives. He also noted professionals working with children should be informed about approaches to online safety.
17. Adam Kinsley (Sky) noted that there were many organisations tackling some of the same issues, including at EU-level, and that the Strategy did not need to start from a blank page. He suggested a paradigm shift to address the currently fragmented approach, and called for a central Ombudsman-like figure. Several Board members expressed their support for this and the ensuing discussion considered that this figure would have to be independent from government, with companies asked to conduct an impact assessment to ensure child online safety was considered from the start of developing products tailored at young audiences.
18. Attendees noted the UK's approach to child sexual exploitation and abuse remained an international model of good practice.
19. Prof Livingstone pointed out that each previous child internet safety strategy had started from scratch, rather than building on the previous work on the topic. Government should instead develop a safety framework to build on, rather than starting afresh each time.
20. Claire Lilley (NSPCC) said that evidence showed the rate of negative online experiences for children to be increasing, and called for the need to involve children and young people in the development of the Internet Safety Strategy. Tessy Ojo

(Diana Award) supported this idea by suggesting looking at good practice in involving young people in the development of safety initiatives.

21. Alice Webb (BBC) said that a number of good initiatives had been proposed previously, and if future initiatives were scalable, this could give more children and parents access to effective interventions that could support child internet safety.
22. John Carr (CHIS) agreed that self-regulation can work well, citing IWF as a good example. He reflected that platforms and companies could be more transparent but had concerns that they would not always do the right thing; instead, a regulator needed to be in place. Katie O'Donovan (Google) made it clear that business understood sharing data could help develop understanding of issues but that this needed to be done in a trusted way.
23. On self-regulation, Adam Kinsley said that the ISPs had done what was required of them i.e. filters. He said that the lack of a cohesive strategy meant that there was no single body to oversee the sector, which meant, for example, that the Digital Economy Bill provisions had bypassed UKCCIS.
24. Simon Milner (Facebook) agreed that there was a need to understand what works in the child internet safety policy area. Furthermore, there is also a need to understand that other facets of a child's life may contribute to risky or poor online behaviour, with this needing to be factored into any consideration of measures on online safety.
25. Edward Timpson reiterated the need for the Strategy to have a long-term approach of establishing good behaviours amongst children and parents in terms of child internet safety, while also using technical solutions to help with efforts to build up resilience. Rather than producing a Strategy purely to push through new measures, the Minister believed that it should use the proposed longer-term focus to clearly understand what works in terms of tackling online harms.

#### ***Discussion on industry / tech solutions pillars***

26. Sarah Connolly said that any tech-based solutions within the Strategy were designed to be a short-term answer, addressing immediate issues with child internet safety. She noted that lots of good work was already happening in the safety space, but asked what further interventions could be helpful without stopping children deriving the benefits from accessing online services.
27. John Carr said that the General Data Protection Regulation (GDPR) will require information providers to conduct an impact assessment of online privacy protections, including those for children, and that this was a positive step forward. He argued that this will continue to be key for the UK even after it leaves the European Union.
28. Sarah Connolly said that the Government was alive to data protection matters emerging from the GDPR, and that officials are considering these issues as part of their work on the Strategy.
29. John Carr noted that technical tools available to tackle child sexual abuse were not widely used beyond the large tech and social media companies, and that they should be compulsory. He also noted that the intermediary liability provisions within the

e-Commerce Directive should be re-assessed to allow for this. Some Board members noted that these solutions were not free or had some technical challenges in themselves.

30. Nick Pickles (Twitter) noted that if high technical safety standards were a prerequisite for launching social media / tech services in the UK, there was the risk that smaller companies could be closed out of these markets. Sam Sharps (Apple) agreed that high standards could run the risk of global services suddenly being barred from operating in the UK.
31. Annie Mullins noted that some companies such as Ask.fm had successfully developed bespoke technical solutions that were working well, and noted that some tech investors were starting to take an interest in such measures.
32. Jo Twist (UKIE) said that companies in the gaming industry are generally small scale and tend not to have the resources or knowledge to implement best practice. While small scale start ups might want to do the right thing on safety, they currently find it difficult. At the same time, larger companies also struggle with safety matters if no-one has the right training on implementing safety measures. Gaming products that merit a lower age-rating but are not specifically targeted at children, could prove to be problematic for them.
33. Claire Lilley (NSPCC) said that smaller companies do not tend to engage with the NSPCC's Netaware site and need help on online safety measures. Therefore, the NSPCC are developing principles-based advice on child protection for social media companies.
34. Board members queried how digital application platforms could give greater reassurance to parents about apps and their content. Sam Sharps said scale had to be taken into account when considering applying new standards on any new service. He said Apple Store had over two million apps and that pre-vetting each one would not be realistic. Edward Timpson said that there should be a way to reassure parents that age-inappropriate apps had not got through parental controls filters. Will Gardner said that apps ratings did not reflect the interactivity (e.g. contact) on the service.
35. Vicki Shotbolt (ParentZone) said that it was not easy to keep parents up to date with online safety messages. She suggested that there are also too many resources currently available, leading to confusion amongst parents. She identified the potential issue of whether parents or service providers had a primary duty of care towards users on platforms, if parents are not required to explicitly give consent for using a particular service. She noted that the Strategy may provide an opportunity to consider this matter further.
36. Alexandra Evans (BBFC) noted the success of the YouRateIt system in providing users with the opportunity to give ratings of user-generated content on video sharing platforms, although this was currently a pilot outside the UK. She suggested that the success of such a scheme internationally could translate to the UK.
37. The Chair thanked everyone for their contributions and reaffirmed that the discussion was the beginning of a wider engagement process around the Strategy.

Further conversations will be held at future stakeholder roundtables and in bilateral discussions with officials working on the Strategy.

**Action**

- **Board members to contact officials working on the Internet Safety Strategy if they have further evidence they would like to submit as part of the Strategy evidence base.**

**Item 3. AOB (Tracey Crouch - Chair)**

38. Simon Milner provided an update on Facebook's response to a BBC report in March regarding the hosting of child sexual abuse imagery on the platform. Efforts have been taken to close loopholes identified in Facebook's content and reporting procedures following the BBC's investigation. Susie Hargreaves said it would be helpful if any child sexual abuse imagery flagged by Facebook could be immediately sent through to them, so that the images could be placed on the Foundation's hash list

39. Susie Hargreaves noted that the IWF would no longer have responsibility to take action on Obscene Adult Content hosted in the UK after April 1st.

**Action**

- **Board members to contact UKCCIS Secretariat if they have comments on the Working Group updates or associate membership applications.**