

Reference: 02172249

Information Requests
information.requests@ofcom.org.uk

1 April 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning cross-platform grooming risks involving minors.

We received this request on 10 March 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I am researching online safety risks involving minors, specifically where a child is contacted on one platform (e.g. TikTok, Instagram, Snapchat) and then encouraged to move to a different app (e.g. WhatsApp, Telegram, Kik, Discord) for private messaging.

I would like to request:

- 1. Any assessments, reports, internal summaries, or documents held by Ofcom that refer to cross-platform grooming involving minors.*
- 2. Any information on whether the Online Safety Act requires services to assess or mitigate harms that begin on one platform but continue on another.*
- 3. Any data Ofcom holds on child safety or grooming cases involving multiple platforms, including private messaging services.”*

Our response

In response to the information requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450, which is equivalent to 18-hours. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

In order to satisfy your request and provide the required information, we would need to review a large volume of documents which could potentially contain information in scope of this request. We would then need to extract the relevant information and consider whether any exemptions to disclosure apply. This would take us beyond the 18-hour limit of complying with a request.

You may wish to consider submitting a narrower, more focused request, for example focusing on information/records/assessments which Ofcom has produced, or limiting the time period in your request. We would then consider this under the FOI Act. However, should you decide to make a further request for information, please note that the aforementioned appropriate limit and/or other exemptions may apply.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).