

Note of the Ofcom Board held on 11 November 2025

Members were welcomed to the 329th meeting of the Ofcom Board. In addition to Board members, Martin Ballantyne (General Counsel), Veronica Branton (Corporation Secretary), Francesca Carter (Deputy Corporation Secretary) and Sharon Malley (Governance Manager) attended throughout.

Declaration of members' interests

1. No new interests were declared.

Minutes of the meeting held on 15 October 2025

2. The minutes of the Ofcom Board meeting held on 15 October 2025 were approved as a correct record and progress against actions was noted.

Chair's report

3. The Chair updated the Board on his activity. He said the process for appointing his successor had begun and that Ben Verwaayen's appointment to the Board had been renewed until September 2026. He would shortly be interviewing candidates for a Board member for Scotland to join the Board following the conclusion of Bob Downes' second term.
4. The Board noted the report.

Chief Executive's report

5. The Chief Executive updated the Board on her activity, including discussions with Government, media coverage relating to Ofcom's implementation of the Online Safety Act, forthcoming guidance on women and girls' online safety, the potential merger between ITV and Sky and progress with the Telecoms Access Review.
6. The Board discussed the update and noted recent online safety enforcement activity and the fine imposed on Royal Mail for failing to meet its 2024/25 delivery targets.
7. The Board noted the report.

People Committee update

8. Tamara Ingram updated the Board on the meeting of the People Committee of 30 October 2025. She said the Committee had discussed the findings of the annual colleague survey and the results had been very positive, with good scores for engagement, strategy and ownership of decisions.
9. The Board noted the report.

Mid-year review 2025/26

10. The Board discussed a paper on the mid-year review against the Plan of Work. The Board noted that the majority of projects in the Plan of Work had been successfully delivered, with two experiencing a delay.
11. The Board discussed the allocation of resources to deliver the Plan of Work and noted that although there had been some flexibility to respond to reactive demands, overall the shape of the teams had been broadly as expected.
12. The Board noted the paper.

Refresh of Three-Year Business Plan, 2026/27 Plan of Work and approach to budget

13. The Board discussed a paper on the refresh of the Three-Year Business Plan and the approach to the next Plan of Work and budget. The budget would balance the allocation of resources for policy delivery and investment for the future and would be presented for Board approval in March.
14. The Board noted the importance of making efficiencies where possible to reduce the cost of delivering statutory duties and derisk future spending settlements. The Board noted that the budget and work programme were kept under continual review and that opportunities to withdraw from workstreams were taken where possible.
15. The Board noted the paper.

Scotland update

16. The Board discussed a paper on Ofcom issues particularly affecting Scotland, including STV's request for licence changes and the BBC Charter renewal process. Levels of scrutiny on Ofcom had increased recently with local content provision, connectivity in rural and remote areas and resilience of digital infrastructure being areas of focus.
17. The Board noted that the recent prolonged internet outage affecting island communities was unacceptable and Ofcom was reviewing the obligations of telecom providers to report outages to ensure they were fit for purpose. It was noted that the loss of connectivity for a prolonged period would be seriously detrimental for small businesses and consumers who had an expectation that they would be able to connect online. It was noted that work under the Telecoms Security Act may help improve resilience across the network, including on islands, but Ofcom's duties and powers on resilience were generally narrow.
18. The Board noted the paper.

Telecoms Security Framework – update and report to DSIT Secretary of State

19. The Board discussed a paper on the Telecoms Security Framework. It was noted that the Telecoms Security Act required providers to report significant security compromises and they

had been encouraged to inform Ofcom of incidents even if they did not meet reporting thresholds.

20. The Board noted that the government-led Code of Practice for providers listed around 280 measures to implement by 2028. Ofcom was instituting a regular industry forum including regulated companies, security services and government to ensure learnings were spread widely. The Board discussed the resources that would be needed to support this programme and noted progress with international cooperation on security.
21. The Board noted the paper.

Online Safety: 2025 Online Safety Report

22. The Board discussed a paper on the 2025 Online Safety Report. The Board noted that the report should highlight the progress that had been made since the duties came into force and the activity that would be coming next, while recognising the substantial further work required by industry. The report should note that improvements would be incremental and the full extent of progress would not be known until all elements of the Online Safety Act were implemented and operational.
23. It was likely that the report would be of interest to stakeholders and it would be important to ensure it showed a positive path for the future, including Ofcom's ambition for compliance across the industry, and that Ofcom was encouraged by the developments to date.
24. The Board noted the paper.

Online Information Advisory Committee – Advice Note 1

25. The Board discussed a paper on the Online Information Advisory Committee's (OIAC) advice note on understanding financial harm online. The advice note was the OIAC's first piece of work and this and the literature review had been resource intensive to produce, with the process for future advice notes being reviewed. The committee aimed to focus on areas where it would add value to Ofcom's work.
26. The Board noted that the OIAC's minutes and advice notes would be published, alongside Ofcom's literature review. The Board noted that online fraud was an important and high profile area and welcomed the work of the OIAC.
27. The Board noted the paper.

Media Act Part 2 – availability and prominence of PSB content

28. The Board discussed a paper on the new online availability and prominence regime introduced in the Media Act.
29. The Board noted the proposals for a code and guidance implementing the regime and that the proposals would be subject to consultation. The Board discussed the potential implementation timetable and the likely preferences of industry on adoption.

30. The Board noted the paper.

Advisory Committee for Scotland appointments

31. The Board approved an appointment and a reappointment to the Advisory Committee for Scotland.

Guidance: A safer life online for women and girls

32. The Board noted the paper on women and girls' online safety.

Technology notices: Advice to the DSIT Secretary of State

33. The Board noted the paper on advice to the Secretary of State on Technology Notices to deal with terrorism or child sexual abuse material.

Annual update on formal inquiries and investigations

34. The Board noted the paper on formal inquiries and investigations.

Results of the auction of mmWave spectrum

35. The Board noted the paper on the results of the auction of mmWave spectrum.

Standing items

36. The Board noted the following standing items:

- Non-executive member updates
- Monthly performance report
- Board work programme and publications schedule
- Minutes of the Advisory Committee for Scotland of 10 September 2025, Communications Consumer Panel of 17 September 2025, Content Board of 30 September 2025, Advisory Committee for Wales of 1 October 2025, Online Information Advisory Committee of 3 October 2025 and Advisory Committee for England of 9 October 2025.

Any other business

37. There was no other business

Date of the next meeting

38. The next Board meeting would be held on 17 December 2025.