

Note of the Ofcom Board held on 17 June 2026

Members were welcomed to the 335th 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 declarations of interest were raised.

Minutes of the meeting held on 20 May 2026

2. The minutes of the Ofcom Board meeting held on 20 May 2026 were approved as a correct record
3. A summary of progress against action points was noted.

Chair's report

4. The Chair said how pleased he was to have started in role and to be chairing his first Ofcom Board meeting. He set out his intention to lead the Board in a positive and constructive fashion and noted the importance of ensuring the Board focused its time on discussing Ofcom's priority issues. He would welcome feedback from Board members on this.

Chief Executive's report

5. The Chief Executive welcomed the Chair to his first Ofcom Board meeting.
6. She presented a paper on her activities. She said that the likely introduction of a social media ban for under 16s would have resourcing implications for Ofcom that were being worked through. A paper on online safety business planning would be brought to the next Board meeting.
7. The Board discussed the importance of setting realistic and measurable targets for the success of online safety work. Improving online safety would be a continuous project and would require the use of all the levers available.
8. Colleagues in Belfast had supported each other well through recent public disorder in the city. Ofcom had written to platforms to require them to stand up their crisis response protocols in response to the disorder and this had been well received, including by the police.
9. The Board noted the updates in the paper on broadcasting and telecoms. The telecoms market was still uncertain but the position on consolidation was likely to be clearer by the end of the year.
10. The Board noted the report.

Risk and Audit Committee matters

11. The Board discussed an update on the meeting of the Risk and Audit Committee of 19 June. The Committee had focused on the Annual Report and Accounts, which was the subject of a later item on the agenda. The Committee had also reviewed the open internal audit actions and had noted the overdue actions highlighted at the previous meeting had all been completed. Two internal audits were underway and recommendations arising from these would be reported to the next Committee meeting.
12. The Board discussed a paper on the annual review of the Risk Appetite Statement. The Risk and Audit Committee was recommending no substantive changes to the previous version but the presentation had been updated to improve readability and it was being included in the Annual Report for the first time, which would demonstrate publicly Ofcom's openness to risk in particular areas.
13. The Board approved the Ofcom Risk Appetite Statement 2026.
14. The Board discussed a paper on the annual review of the Risk Management Policy. The Committee was recommending no substantive changes to the previous version.
15. The Board approved the Ofcom Risk Management Policy 2026.
16. The Board discussed a paper on the Strategic Risk Register. The Committee was recommending an increase in the likelihood rating for the Sound Financial Management risk from very low to medium. The Committee discussed the descriptions of the strategic risks and noted the importance of accurately describing the challenge and level of risk that Ofcom currently faced. This was regularly reviewed by the executive and any proposals for change would be brought back to the Board for approval.
17. The Board approved the Strategic Risk Register, including the change to the likelihood rating for Sound Financial Management, and noted the Internal Audit assurance over the Risk Management Framework.

Annual Report and Accounts

18. The Board discussed a paper on the Risk and Audit Committee's annual report to the Ofcom Board. The report set out the work of the Committee during the year and included a disclosure concerning small historical errors in WTA receipts.
19. The Board noted the annual report of the Risk and Audit Committee 2025/26.
20. The Board discussed a paper on Ofcom's Annual Report and Accounts 2025/26 and Section 400 Accounts 2025/26. The accounts had been completed several weeks earlier than in previous years and the aim was to lay them before Parliament on 25 June. The Risk and Audit Committee was recommending the accounts for approval.
21. The Board approved the Annual Report and Accounts 2025/26 and the Section 400 Accounts 2025/26 and delegated sign-off for any subsequent changes to the Chief Executive.
22. The Board noted that, as Ofcom's Accounting Officer, the Chief Executive would sign off on the Annual Report and Accounts and Section 400 Accounts.

Frontier AI cyber implications for network security and resilience

23. The Board discussed a paper on Ofcom's strategy in relation to cyber security and Frontier AI models. This was a very fast moving space with significant geopolitical aspects and Ofcom was being proactive.
24. The Board noted that Ofcom regulated two sectors in this space, digital infrastructure and telecoms. The Board noted that Frontier AI was expected to lower the bar to entry and substantially increase the likelihood and impact of cyberattacks. This could lead to those organisations without adequate resilience facing challenges. There may be impacts on competition if smaller players left the market.
25. Ofcom had been convening agencies, sectors and other regulators to seek a joined up approach, with relationships with MNOs being particularly important. The UK's cyber control model was considered among the most comprehensive globally and Ofcom was sharing best practice.
26. The Board noted that the threats would drive transformational change across the sectors and may provide an impetus for improvements to their systems in general. Ofcom was expanding existing relationships with Frontier AI model providers to address security and resilience in greater depth.
27. The Board noted the paper.

Telecoms: update on our approach and work on consumer policy

28. The Board discussed a paper on Ofcom's approach to telecoms consumer policy and noted that cost of living issues continued to be important.
29. The market was generally performing well for consumers, offering a wide variety of choice, including satellite, but consumer sentiment sometimes did not align with this. Some stakeholders viewed issues such as the uptake of social tariffs, impact of mid-contract price rises, disruption of legacy switch off and fraud and scams as being of concern.
30. Priorities for Ofcom were around the cost of living and ensuring telecoms providers remained in compliance when dealing with people in vulnerable circumstances. Work on this was underway, with more being done to raise awareness of social tariffs and a focus on supporting customers in vulnerable circumstances.
31. The Board discussed the implications for consumers of contract structures that defaulted to higher costs when the customer was beyond the minimum contract period and became out of contract. Ofcom's work on end of contract notifications, text to switch for mobile and one-touch switching for broadband had led to improvements in this area but switching provider was not always an easy system for vulnerable consumers to navigate.
32. The Board noted that 2G switch-off was not planned to start until 2028 at the earliest. The Board discussed the most effective way of informing consumers and that mobile companies were best placed to engage directly with their customers. Ofcom would discuss any comms programme with providers in advance.

33. Ofcom would publish an ex-post evaluation of its rules on mid-contract prices rises in the new year.
34. The Board noted the paper.

Implications for Ofcom of the election outcomes in Wales and Scotland

35. The Board discussed a paper on the recent election outcomes in Wales and Scotland. The new Scottish Government had raised the decision to allow STV to change its regional news provision at the first session of First Minister's Questions and the new Welsh government had announced that devolution of broadcasting powers would be a priority. It would be important for Ofcom to continue to engage closely with the nations' Governments on policy objectives while maintaining Ofcom's regulatory independence.
36. The forthcoming Board visit to Cardiff would provide an opportunity for engagement with the Welsh Government and key Welsh politicians and stakeholders, many of whom were new in their role. Board members and senior Ofcom colleagues would participate in this, to explain Ofcom's role and understand stakeholders' objectives.
37. The Board noted the growth of Ofcom's out of London offices and the importance of colleagues being located in all nations of the UK. Ofcom intended to continue to grow these offices where possible.
38. The Board noted the report.

Online Safety: duties on 'categorised services'

39. The Board discussed a paper on categorised services in the Online Safety Act. The legislation required Ofcom to categorise services based on user numbers, functionalities and characteristics and aimed to capture the largest user-to-user and search services, including social media platforms. Ofcom would shortly be publishing the register of categorised services.
40. The Board noted the paper.

Our cross-Ofcom approach to tackling fraud

41. The Board discussed papers on Ofcom's approach to tackling fraud. This was a cross-Ofcom project with several Ofcom teams, including telecoms, online safety and legal, working together.
42. The Board noted that Ofcom had engaged with partners, including the National Crime Agency and Financial Conduct Authority, when developing its Fraudulent Advertising consultation proposals. The project timeline aimed to move from consultation to statement as swiftly as possible.
43. The Board noted that tackling fraud ran through many of Ofcom's areas of work and that action in this area would support Ofcom's broader objectives.
44. The Board discussed the programme of work relating to telecoms-enabled fraud and scams. This involved close working with partners to understand where work could have the greatest impact.

45. The Board discussed measures to combat telecoms-enabled fraud. It was likely that AI-enabled scams would grow and this would be a new and challenging area.
46. It was noted that Ofcom's fraudulent advertising code included requirements for platforms to assess the risk of fraud on an ongoing basis, including using the knowledge gained about the characteristics of fraudulent accounts to help identify other potential scams.
47. The Board noted the papers.

Corporate Governance Framework amendments – Schedule of Delegations and FOAF

48. The Board discussed a paper on amendments to the Corporate Governance Framework. The amendments intended to make the delegations easier to understand, more consistent across the groups and to ensure there were no unintended gaps in authority for decision making.
49. The Board approved the paper.

Online Information Advisory Committee work programme: Year 2 plan of work and terms of reference review

50. The Board discussed a paper on the Online Information Advisory Committee work programme and Terms of Reference. The Terms of Reference would be amended to allow the Committee to invite external visitors to attend and participate in discussions. The work programme set out areas for potential future advice notes and the approach to the forthcoming statutory annual report of the Committee.
51. The Board approved the Online Information Advisory Committee's annual plan of work and the proposed amendments to the Committee Terms of Reference.

Media Literacy Statement of Recommendations

52. The Board noted the forthcoming publication of the Media Literacy Statement of Recommendations and Ofcom's approach to implementation.

Standing items

53. The Board noted the following standing items:
 - Non-executive member updates
 - Monthly performance report
 - Board work programme and publications schedule
 - Minutes of the Communications Consumer Panel/Advisory Committee for Older and Disabled People of 16 April 2026, Content Board of 5 May 2026 2026 (draft), Online Information Advisory Committee meeting of 8 May 2026 and Risk and Audit Committee of 19 May 2026.

Any other business

54. There was no other business.

Date of the next meeting

55. The next Board meeting would be held on 15 July 2026.