

Liz Kendall MP
Secretary of State
Department for Science, Innovation and Technology

Sir Ian Cheshire
Chair
Email: Chair@ofcom.org.uk

Baroness Lloyd
Minister for Digital Economy
Department for Science, Innovation and Technology

15 July 2026

Kanishka Narayan MP
Minister for AI and Online Safety
Department for Science, Innovation and Technology

By email

Dear Secretary of State, Minister Lloyd and Minister Narayan,

Thank you for the constructive meeting on 7 July. I appreciated the opportunity to build on the relationship between Ofcom and DSIT, discuss your priorities for the coming months, and explore how we can continue to work together to deliver better outcomes for UK citizens, consumers and businesses.

I wanted to follow up on our discussion by setting out in writing how we will be working to ensure Ofcom is set up for success in the next phase of our online safety work. The Government's ambitious policy agenda for online safety, including the forthcoming social media ban and protection of children measures, presents a key moment of change and my top priority is to learn from the first years of implementing the Online Safety Act to ensure that Ofcom remains agile and relentlessly focussed on impact.

We are already undertaking a wide-ranging review. The review will draw on everything we have learned to date to understand how we can go further to drive impact and outcomes for children, families and citizens.

In particular, the review is considering:

- how we ensure our organisational structures and operating model are right for the next phase of online safety regulation;
- the balance between policy development, compliance and enforcement activity, particularly as litigation becomes an increasingly prevalent feature of the regime;
- how we ensure we have the right people in the right places and the right capabilities to deliver at pace;
- how we can prioritise ruthlessly on the issues that matter most to citizens, particularly children and families;

- how we best measure and demonstrate impact through clear outcomes and success measures; and
- whether there are targeted improvements to the enforcement framework and our powers that would help us to deliver our duties more effectively.

Throughout this work, my focus is on outcomes rather than process. I want Ofcom to be relentlessly focused on driving impact for citizens and ensuring that everything we do is judged against that objective. That means thinking about compliance and behavioural change across the whole system, rather than seeing success solely through the lens of individual enforcement cases.

We discussed the importance of moving at pace. As I said in the meeting, Dame Melanie Dawes and I believe that Ofcom can be faster, more agile and more outcome-focused while continuing to make robust and evidence-based decisions. Together, we are examining how we increase our organisational tempo and ensure that we are able to respond more quickly to emerging risks and harms.

The review will conclude in the early autumn and will come to me and Melanie. Once that work is complete, I would welcome a further discussion with ministers on its conclusions, notably any recommendations that require government support or legislative change.

In the meantime, I welcome continued engagement between our teams and our continued open and constructive dialogue.

Yours sincerely,

A handwritten signature in black ink, consisting of a stylized 'I' followed by a large, flowing 'C' that extends horizontally to the right.

Sir Ian Cheshire