1. Summary of our decisions

Purpose of this document

1.1 This document summarises the decisions we are making in our November 2026 Additional Safety Measures Statement (November 2026 Statement) and outlines which services they relate to. In order, it sets out:

i) The new measures we are recommending in both the user-to-user and search services Illegal Content Codes of Practice.
ii) The new measures we are recommending in both the user-to-user and search services Protection of Children Code.
iii) Amendments we have made to our existing measures across both the user-to-user and search services Illegal Content Codes of Practice, and the user-to-user and search services Protection of Children Code of Practice.
iv) A summary of our proposed guidance documents.

1.2 For a detailed explanation of each of these decisions, refer to the statement document which outlines our reasoning. Nothing in this document should be taken to affect what is set out in the November 2026 Statement, or the Codes of Practice.[1] For a broad definition of the different kinds of services see the glossary in annex 6. Full definitions (including relevant exemptions) are set out in the Online Safety Act 2023 (the Act).

1.3 Each row in the tables below represent a different measure. The columns, in order, outline the measure number, a short description and who it applies to.

New measures we are recommending in our Illegal Content Codes of Practice

Measures for user-to-user services

Table 1: New measures included in our Illegal Content Codes of Practice for user-to-user services

Measure number	Measure description	Who the measure applies to
Age assurance		
ICU B1	Use an age assurance process that meets the highly effective age assurance criteria (technical accuracy, robustness, reliability and fairness) and have regard to key implementation principles.	Services that use an age assurance process to determine which United Kingdom users of the service are children.
Content moderation		
ICU C4A	Steps to take on reversal of content decisions.	All services.

[1] In the event of any inconsistency, the November 2026 Statement and Codes of Practice prevail.

Measure number	Measure description	Who the measure applies to
ICU C13	Using hash matching to detect terrorism content.	Services that enable regulated user-generated content in the form of photographs, videos or visual material to be generated, uploaded or shared, and are: a) services at high risk of terrorism content, and (i) have more than 700,000 monthly active United Kingdom users or (ii) are file-storage and file-sharing services, or b) large services that are at medium or high risk of terrorism content.
Reporting and complaints		
ICU D10A	Appropriate action for relevant complaints which are content appeals – action following determination upholding the appeal, except for CSEA content or CSEA content proxy (large or multi-risk services).	Large or multi-risk services.
ICU D15	Appropriate action for age assessment appeals (services that are large or multi-risk).	Services that: a) use an age assurance process to determine which United Kingdom users of the service are children; and b) are large services or multi-risk services (or both).
ICU D16	Appropriate action for age assessment appeals (services that are neither large nor multi-risk).	Services that: a) use an age assurance process to determine which United Kingdom users of the service are children; and b) are neither large services nor multi-risk services.
ICU D17	Livestreaming reporting for imminent physical harm.	Services that: a) have one-to-many livestreaming; and b) are at medium or high risk of one or more specified kinds of illegal harm.

Measure number	Measure description	Who the measure applies to
Recommender systems		
ICU E2	Content recommender systems: excluding priority illegal content (terrorism and hate).	Services likely to be accessed by children that are (a) at medium or high risk of one or more specified kinds of illegal harm, and where (b) a child-accessible part of the service has a content recommender system.
ICU E3	Content recommender systems: excluding priority illegal content (encouraging or assisting suicide (or attempted suicide) and serious self-harm).	Services likely to be accessed by children that are (a) at medium or high risk of encouraging or assisting suicide (or attempted suicide) and serious self-harm, and where (b) a child-accessible part of the service has a content recommender system.
Terms of service		
ICU G1A	Terms of service: substance (large or multi-risk services)	Large or multi-risk services.
User access		
ICU H2	User sanctions policy for illegal harms (other than CSEA).	Large or multi-risk services.
ICU H3	Banning users for CSEA	All services.

Table 2: New measure included in our Illegal Content Code of Practice for user-to-user services: Proactive technology (unknown content)

Measure number	Measure description	Who the measure applies to
ICU PT 1	Deployment of proactive technology to detect image based CSAM content	This measure applies to a provider in respect of each service it provides that is one or more of the following: a) a large user-to-user service that is at medium risk of image-based CSAM; b) a user-to-user service that has more than 700,000 monthly active United Kingdom users and is at high risk of image-based CSAM; c) a file-storage and file sharing service that is at high risk of image-based CSAM.

Measures for search services

Table 3: New measure included in our Illegal Content Codes of Practice for search services

Measure number	Measure description	Who the measure applies to
Search moderation		
ICS C3A	Steps to take on reversal of content decisions.	All services.

New measures we are recommending in our Protection of Children Code

Measures for user-to-user services

Table 4: New measures included in our Protection of Children Code of Practice for user-to-user services

Measure number	Measure description	Who the measure applies to
Content moderation		
PCU C4A	Steps to take on reversal of content decisions.	All services likely to be accessed by children.
Reporting and complaints		
PCU D10A	Appropriate action for content appeals – action following determination (content decision not reversed).	Services likely to be accessed by children that are either (or both) a large service or multi-risk (children).
Terms of service		
PCU G1A	Terms of service: substance (large or multi-risk services).	Services likely to be accessed by children that are either (or both) a large service or multi-risk (children).
User access		
PCU H2	User sanctions policy for content harmful to children.	Services likely to be accessed by children (a) that are either (or both) a large service or multi-risk (children) and (b) on which one or more specific kinds of relevant content that is harmful to children are prohibited.

Measures for search services

Table 5: New measures included in our Protection of Children Code of Practice for user-to-user services

Measure number	Measure description	Who the measure applies to
Search moderation		
PCS C4A	Steps to take on reversal of content decisions.	All services likely to be accessed by children.

Amendments to our existing measures

1.4 We have made a number of edits to our existing measures. This includes amendments to existing recommendations, the scope of existing measures, and to definitions (which may affect existing measures that have not themselves been amended).

1.5 We have listed in the tables below the existing measures our draft amendments relate to.

Table 6: Amended measures in the existing Illegal Content Codes of Practice for user-to-user services:

Measure number or section	Measure description	Paragraph or entry
ICU C1	Having a content moderation function to review and assess suspected illegal content	ICU C1.4; ICU C1.5 (safeguards).
ICU C2	Having a content moderation function that allows for the swift take down of illegal content	ICU C2.4; ICU C2.5 (safeguards).
ICU C3	Setting internal content policies	ICU C3.5 (safeguards).
ICU C4	Performance targets	ICU C4.5.
ICU C5	Prioritisation	ICU C5.2 (safeguards).
ICU C9	Using hash matching to detect and remove CSAM	ICU C9.1; ICU C9.7; ICU C9.16; ICU C9.20 (safeguards).
ICU C10	Detecting and removing content matching listed CSAM URLs	ICU C10.12 (safeguards).
ICU C14	Using hash matching to detect intimate image abuse content	ICU C14.17 (safeguards).
ICU C15	Crisis response	ICU C15.8 (safeguards).
ICU D3	Complaints	ICU D3.2.

Measure number or section	Measure description	Paragraph or entry
ICU D8	Appropriate action for relevant complaints which are content appeals – determination (large or multi-risk services)	ICU D8.2; ICU D8.3; ICU D8.4; ICU D8.5.
ICU D10	Appropriate action for relevant complaints which are content appeals – action following determination	ICU D10.2; ICU D10.3.
ICU D11	Appropriate action for relevant complaints about proactive technology, which are not content appeals	ICU D11.2.
ICU D13	Exception: manifestly unfounded complaints	ICU D13.2.
ICU E1	Collection of safety metrics during on-platform testing of content recommender systems	ICU E1.1; ICU E1.7 (safeguard).
ICU F1	Safety defaults for child users	ICU F1.1; ICU F1.1A; ICU F1.2; ICU F1.3; ICU F1.4; ICU F1.5; ICU F1.6; ICU F1.7 (safeguards).
ICU F2	Support for child users	ICU F2.1; ICU F2.1A; ICU F2.2; ICU F2.3; ICU F2.4; ICU F2.5; ICU F2.7 (safeguards).
ICU G1	Terms of service: substance (all services)	ICU G1.2.
ICU H1	Removing accounts of proscribed organisations	ICU H1.9 (safeguards).
ICU J1	User blocking and muting	ICU J1.1; ICU J1.1A; ICU J1.1B; ICU J1.1C; ICU J1.1D; ICU J1.1E; ICU J1.2A; ICU J1.4; ICU J1.8 (safeguard).
ICU J2	Disabling comments	ICU J2.1; ICU J2.1A; ICU J2.1B; ICU J2.1C; ICU J2.1D; ICU J2.1E; ICU J2.1F; ICU J2.2; ICU J2.3; ICU J2.5 (safeguard).
Definitions – Table A (deletions)	The defined terms opposite are deleted:	Appeal; Child user account;

Measure number or section	Measure description	Paragraph or entry
Definitions – Table A (additions)	The defined terms opposite are added:	Age appropriate design code; Age assessment appeal; Age assurance; Age assurance process; Challenge age approach; Child-accessible part (of a service); Content appeal; CSAM content proxy; CSEA content proxy; Highly effective age assurance; One-to-many livestream/livestreaming; Produce(s) reproducible results; Relevant available information; Sanction.
Definitions – Table A (amendments)	The defined terms opposite are amended:	Children in the United Kingdom; Relevant complaints;
ICU Definitions – Table B (additions)		Adult; Age estimation; Age verification; Child.
ICU section 5	Definition of risk of a kind of illegal harm.	5.5.
ICU Table C – Kinds of illegal harm (deletions)	The entry opposite is deleted:	3. Encouraging or assisting suicide.
ICU Table C – Kinds of illegal harm (additions)	The entries opposite are added:	3. Encouraging or assisting suicide (or attempted suicide) and serious self-harm. 18. Cyberflashing

Table 7: Amendments to existing measures in the Illegal Content Codes of Practice for search services

Measure number or section	Measure description	Paragraph or entry
ICS 1	Having a search moderation function designed to action illegal content	ICS C1.8 (safeguards).
ICS 2	Setting internal content policies	ICS C2.5 (safeguard).
ICS 7	Removing listed CSAM URLs from search results	ICS 7.11 (safeguards).
ICS 8	Using hash matching to detect intimate image abuse content	ICS C8.17 (safeguards).
ICS F3	Provision of suicide and serious self-harm crisis prevention information	ICS F3.2; ICS F3.3 (safeguards).
ICS section 5	Definition of risk of a kind of illegal harm.	5.5
ICS Table C – Kinds of illegal harm (deletions)	The entry opposite is deleted:	3. Encouraging or assisting suicide.
ICS Table C – Kinds of illegal harm (additions)	The entries opposite are added:	3. Encouraging or assisting suicide (or attempted suicide) and serious self-harm; 18. Cyberflashing.

Table 8: Amendments to existing measures in the Protection of Children Code of Practice for user-to-user services:

Measure number or section	Measure description	Paragraph or entry
PCU B1	Age assurance process	PCU B1.1; PCU B1.1A; PCU B1.1B; PCU B1.1C; PCU B1.1D; PCU B1.1E; PCU B1.2; PCU B1.3; PCU B1.4.
PCU C1	Having a content moderation function to review and assess suspected content that is harmful to children	PCU C1.6 (safeguards).
PCU C2	Having a content moderation function that allows for swift action against content harmful to children	PCU C2.14 (safeguards).
PCU C3	Setting internal content policies	PCU C3.5 (safeguard).
PCU C4	Performance targets	PCU C4.5.

Measure number or section	Measure description	Paragraph or entry
PCU C11	Crisis response	PCU C11.8 (safeguards).
PCU D8	Appropriate action for content appeals – determination (services that are large or multi-risk)	PCU D8.4; PCU D8.5.
PCU D10	Appropriate action for content appeals – action following determination	PCU D10.2.
PCU E1	Content recommender systems: excluding potential primary priority content	PCU E1.7 (safeguards).
PCU E2	Content recommender systems: excluding or giving a low degree of prominence to potential priority content and non-designated content	PCU E2.9 (safeguards).
PCU E3	Content recommender systems: enabling children to give negative feedback	PCU E3.8 (safeguards).
PCU definitions – Table A (additions)	The defined terms opposite are added:	Sanction.
PCU definitions – Table A (amendments)	The defined terms opposite are amended:	Content appeal; Highly effective age assurance; Relevant complaint.
PCU section 5	The paragraphs opposite are deleted:	5.10 – 5.15 (formerly titled "Highly effective age assurance").

Table 9: Amendments to existing measures in the Protection of Children Code of Practice for search services:

Measure number or section	Measure description	Paragraph or entry
PCS C1	Having a search moderation function designed to action content that is harmful to children	PCS C1.12 (safeguards).
PCS C2	Filtering out primary priority content for child users	PCS C2.4 (safeguards).
PCS C3	Setting internal content policies	PCS 3.5 (safeguard).

Guidance documents

Table 10: Guidance documents

Amendments to the Illegal Content Judgements Guidance (ICJG)
We have amended the ICJG to support service providers in making judgements about CSAM content when they are unable to review messages, group chats, or forums. We have corrected a number of errors in the document.
Draft amendments to the Part 3 Highly Effective Age Assurance Guidance
We have amended to reflect expansion of scope by adding references to the Illegal Content Codes and to reflect any changes to the wording and numbering of the relevant measures. The guidance will be issued when the associated Codes are issued.
Draft Guidance to Proactive Technology Measures
We have prepared draft guidance to reflect our decision to recommend that service providers configure and deploy classes and subclasses of proactive technology we consider are capable in principle of being accurate, effective and lacking in bias if configured and deployed in accordance with our criteria. The guidance will be issued when the associated Codes are issued.
Draft consolidated Guidance on Appropriate Proportion of Human Review for Hash Matching
We have prepared draft guidance on human review in relation to our measures recommending hash-matching to detect CSAM and terrorism. This guidance will be consolidated with our existing guidance on human review for intimate image abuse hash-matching. The guidance will be issued when the associated Codes are issued.