

Internet Watch Foundation

BOARD MEETING

10.00am - Tuesday 03 June 2014
Eversheds, 1 Wood Street, London, EC2V 7WS

MINUTES

- Present:** Sir Richard Tilt (RT) (Chair)
Catherine Crawford (CC)
Jonathan Drori (JD)
Philip Geering (PG)
Peter Neyroud (PN)
Jonny Shipp (JS) (Industry Vice-Chair)
Brian Webb (BW)
Andrew Yoward (AY)
- Apologies:** Mary MacLeod (MM) (Independent Vice-Chair)
Sue Pillar (SP)
- IWF Staff:** Susie Hargreaves (SH) (CEO)
Fred Langford (FL) (Director of Global Operations - DGO)
Heidi Kempster (HK) (Director of Business Affairs - DBA)
Emma Hardy (EH) (Director of External Relations - DER)
Sandrine Harvey (SJH) (Minutes)

IWF Board Closed session

There was a closed session of the IWF Board from 10.00am to 10.20am.

1. (a) Welcome and Apologies

The meeting began at 10.20am.

There were apologies from Mary MacLeod and Sue Pillar.

(b) Declarations of Interest

PN declared an interest in agenda item 6.5.6.

2. Minutes of the previous meeting

The Board **approved** the minutes of the meeting held on 25 February 2014, subject to the following amendment:

The penultimate bullet point, second paragraph - item 17 AOB – should be read as follows:
“Further to the DGO’s recommendation, the Board **agreed** to further discussions with CEOP, CPS and MoJ on taking action against...”

Action: SJH to update the minutes accordingly.

3. Actions arising

Item 7.2.2.4 from 03 September 2013: JS agreed to reconvene the splash page working group by the next Board meeting on 09 September 2014.

4. Funding Council (FC) Report 13 May 2014

- 4.1 Following Mark Gracey's resignation, Paul Cording (Vodafone) has been elected as new FC Chair and Becky Foreman (Microsoft) as Vice Chair.
- 4.6 A Board member noted the adoption of encryption on websites and questioned whether this was a new phenomenon. The DGO mentioned that this issue has always been present, and a conference call has been organised to discuss the issue with FC to identify the risks and possible solutions.

5. Chair's report

The Chair reported that he attended the FOSI meeting in Paris in May 2014. During the meeting, he raised the issue of the net neutrality.

A Board member queried if the IWF had explored all the possibilities regarding the new law. The CEO replied that two sets of legal advice had been received from different sources to find out what the consequences for our Members might be as the text is very unclear at the moment. Kristof Claesen is working closely with PI in Brussels and directly with the office of Neelie Kroes, DG Connect, to get clarification. As the new EU parliament has been elected, the Board suggested that the newly elected members are being briefed about the issue.

Action: EH to engage with the new MEPs.

The Chair also acknowledged the very good organisation for the launch of the annual report.

6. CEO report

6.2.1 2014-2018 Strategy

A typo was pointed out, and it will be corrected as follows:

2. "Keeping the UK internet free of ..." should be read as "Keeping the internet free of criminally obscene adult content and NPI of child sexual abuse hosted in the UK".

Action: SJH to amend accordingly.

6.2.2 UK Government liaison and projects

Splash Pages

A Board member questioned the reason behind the high number of missed calls to the helpline, "Stop it Now!" The CEO explained that it was due to their lack of resources and funding. The wording on the Splash Page was agreed between CEOP, Stop it Now! and the IWF on the request of government. Our concern is that if someone seeks help from the helpline as a direct result of accessing the Splash Page and cannot get through, this could impact negatively on the IWF.

This issue has been raised with No. 10, the Home Office and DCMS.

As previously explained to the Board, the four major ISPs have agreed to commit to £1m over four years to tackle the issue of child sexual abuse content online, £560k will be used

to top up their fees to the IWF and the balance (£440k) is likely to be distributed to three other charities through the IWF. "Stop it Now!" is one of the charities.

A Board member asked if it was not possible to push the implementation of the Splash Pages without referring to a helpline. The CEO appreciated the point made by the Board member, but this was agreed at the Secretary of State's Summit in July 2013 and was followed up at the PM's Summit as one of the main outcomes.

The Board **agreed** that the Chair should write a letter to Sajid Javid, the new Secretary of State, DCMS, requesting a meeting and also expressing our Splash Page concerns.

Action: RT to write a letter to DCMS expressing concerns about the Splash Pages.

6.2.3 Obscene Adult Content

The CEO reported that no progress had been made since the last Board meeting in February as the Home Office has not got back to us.

6.2.4 Human Rights Review

A recruitment consultant has been engaged to find a human rights expert who will be co-opted on to the Board and interviews will be held on Monday 14 July 2014.

The Chair mentioned that following the recommendation of Lord Macdonald, he had approached a high court judge, Mark Hedley, to assist in the audit hotline and he is very keen to take on the role. RT has invited him to attend a session either at the Board away day or at the Board meeting in September.

The Chair questioned whether or not the training for the Hotline, as recommended by Lord Macdonald, had been set up by law enforcement. The DGO replied that currently, there is no suitable training available by law enforcement that suits our needs and he is in discussion with a number of providers. This issue will be discussed further at the next Board meeting in September 2014.

Action: FL to enquire about training for the Hotline by law enforcement.

6.5 International Report

6.5.2 International Cooperation

The CEO reported that she could already see the benefits of an international cooperation with partners.

6.5.3 Countrywide Assessments

The DER attended the East Africa Community regional meeting hosted by the United Nations Office for Drugs and Crime (UNODC) in Uganda, at which it was agreed to adopt a solution to tackle child sexual abuse (CSA) online. The OCSARP solution was presented and interest was shown by various countries, particularly Nigeria.

The DER also mentioned that she acquired a lot of knowledge about raising awareness in African countries.

The DGO attended the Caribbean Stakeholders Meeting organised by the Commonwealth in Trinidad & Tobago. He reported that currently the industry is not tackling any online CSA issues. However, it is starting to change as the issue is being raised by the government,

police and NGOs. He believes that they are likely to adopt a regional solution, which he will recommend in his country assessment.

6.5.4 OCSARP

The Board discussed registering either or both IWF and OCSARP as trademarks. Some Board members recommended seeking advice from DCMS and the Charity Commission.

It was agreed that the CEO will present a paper about this issue at the next Board meeting.

Action: SH to present a paper about the registration of IWF and OCSARP as trademarks in September 2014.

Following a question from a Board member regarding how we decide which countries we work with, the CEO explained that it tends to be determined by the IWF's partners who provide an introduction/gateway and their attention is focused on developing countries. The intention is to provide the building blocks while internet penetration is still small, so that they can cope when CSA becomes an issue.

The DGO underlined that approaching countries by region is helpful as they all look at each other and if one signs an agreement the others tend to follow. He also mentioned the importance of the cooperation of other hotlines to counter any language barriers that the IWF encounters with some countries.

A Board member approved the idea of tackling CSA online with emerging countries before it comes up, and alliances with other hotlines for language purposes.

Another Board member suggested that the financial success of OCSARP will depend on major international industry members joining the IWF.

6.5.6 Europe

Following some concerns raised by the Board in 2013 regarding the EU funding, some of the IWF Board members and Executives met to discuss a strategy. Further to this meeting, a letter was sent to the INHOPE members to raise IWF's concerns about INHOPE and the EU funding. The IWF will take part in the INHOPE AGM to clarify its position. The CEO and Press and Public Affairs Manager will be presenting.

A Board member was concerned about IWF's reputation within INHOPE. The CEO and DGO reassured that there were still good relations. They also clarified the reasons behind the dissatisfaction with INHOPE (level of service, lack of leadership and the use of IWF data).

The Chair suggested to review this issue during the Board away day.

Action: Follow up at the Board away day in July.

List of meetings

Following a question from a Board member, the CEO confirmed that the relationship with NCA-CEOP was very good.

The DGO also confirmed that the MOU with CPS had been signed but we had not received it yet.

7. Communications Report

7.5 Logo

A Board member queried if there had been any feedback on the new logo. The DER replied that the responses were positive.

7.8 Harm reduction campaign

The DER informed the Board that the harm reduction campaign will take place during the fourth quarter. The DER and PG had discussed the outcome of the previous awareness campaign and its KPIs and if they might be relevant or not for the next campaign. They had agreed a number of recommendations. PG underlined the importance of a yearly campaign as a routine part of the IWF's tactics.

BW asked if proactive seeking of content might negate the need for future awareness campaigns. RT felt that whilst it would achieve the aim of increasing the amount of content removed, we still needed to tackle people's behaviour to stop them looking at content in the first place and reporting it if they stumbled.

8. Communications Strategy

The Board was presented with the 2014-15 Communication plan. A Board member complimented the DER on the clarity of the plan.

The DER should make sure there is a proactive engagement with the media. It was suggested that the DER should contact the Financial Times (FT) as they might be interested in the OCSARP solution. PN will provide some contacts.

Action: PN to provide some contacts at the FT.

In view of the European results, the DER might consider reviewing the EU engagement and take advice from PI on awareness raising in the EU

Action: EH to take advice from PI regarding the EU outcome.

There was a discussion about participating in UK Party Conferences. JS suggested contacting the bigger IWF members to ascertain what they were doing with a view to "piggy back" on their efforts where appropriate. This year the IWF is running a fringe event at the Labour conference and KC will attend the other major party's conferences.

9. Technical report

The Chair asked if the DGO's report could be amended to include the following in future:

- a table summarising the number of public report received and the percentage of actionable content;
- the number of proactive reports found and the percentage of actionable content;
- variances between the two; and
- the comparison between previous years to show the impact of the proactive programme.

The Board discussed the value of the group counselling as some of the analysts have questioned its value. As it is still early days, there is no evidence that the issue is the provider or the technique, and it needs to run for a longer period before any decision is

taken. A discussion about the welfare policy will take place at the Board meeting in February 2015 when the contract is due for renewal.

Action: Board to discuss the group counselling therapy at the Board meeting in February 2015.

10. P2P

The Chair suggested that no conclusion is made during this Board meeting

During the consultation, no general or partial consensus has been made about a way forward. However, there were areas that required further investigation/legal clarification.

The DGO explained the differences between P2P and the torrent pilot project and underlined that these two technologies should be clearly split. The torrents pilot project will start in two weeks (mid-June). The work will be achieved by the DGO, Hotline Manager and the Technical Researcher. The DGO will report back at the September Board meeting.

Action: FL to report back to the Board at the next meeting in September about the torrents pilot project.

A Board member emphasised the fact that the IWF was not an extension of the law enforcement and should not do proactive work in the P2P as it will mean an investigation.

The IWF has currently a good relationship with the Information Commissioners Office (ICO). The Board suggested that the IWF executive engage with the ICO to explore further points raised within the discussion response.

11. Research plan

4.1 Study of self-generated sexual content study featuring young people

The cost of this study will be funded by Microsoft and no extra costs are involved.

The CEO explained that the fundraising of the projects were handled between the CEO and the Technical Researcher.

One of the analysts has shown a high interest in the position of Technical Research Assistant. A Board member queried if the analyst had a research background as it is a good skill to have. The CEO has noted the comment and will address the gap through training.

Action: CEO to identify the research skill gap.

The Board felt that the Prince2 framework adopted for research projects was the right model as it could be adapted to reflect the small size of the IWF. The CEO confirmed that the plan will be spread over two years.

12. Non-Member Licensee – proposed new wording

The Board **ratified** the proposed new wording for non-member licensee.

Action: RT to write to EE to confirm the proposed new wording.

13. Director of Business Affairs Report

2. Strategic Implications

2.1 The DBA updated on the lease, costs and re-fit of the new premises. She also pointed that the rent deposit had been paid and will be returned after five years and until such time would appear as a debtor in the accounts. The IWF will benefit from a 6-month rent free period.

The building is not serviced, but there is an estate charge. The IWF has taken on the whole building and under the terms of the lease can only sub-let a whole floor.

- 2.2 The cost of the building repairs is to be paid for by the landlord and will be executed within eight weeks. The standard of the building when the IWF moves in will be high as the building's owners intend to put it on the market as soon as the organisation moves in.

The staff working party is still engaged and is meeting regularly, although some decisions had to be made without their contribution due to critical timing issues.

The current latest date for the move is 12 July so hopefully we will be in situ in time for the Board away day.

3. Finance update

- 3.2 The revised budget for 2014/15 now includes the actual cost of the move rather than an estimate (as far is known at the date of the Board meeting), and revised income from membership across this year. The reserves have been adjusted as agreed.

The Chair asked for clarification about the notes F "Salaries costed based on incremental increases and assumes pay award of 2.5% in April 2014" in the draft budget. The DBA confirmed that the pay award of 2.5% was included in the budget and not to be added.

4. KPIs

The DBA updated the Board about the KPIs review. These will be resolved by the next Board meeting.

Action: HK to present new KPIs.

The Chair thanked again the DBA for all her work regarding the office move.

14. AOB

Following a request from a Board member, a list of acronyms will be provided at the back of the Board papers.

Action: SJH to create a list of acronyms.

The Chair suggested to organise an informal get-together with the Funding Council, Board members and staff. The CEO suggested an event at the new office's opening.

18. Date of next meetings

The next meeting will be the **Board away day to be held on 14-15 July 2014 at the Holiday Inn in Cambridge.**

The format of the away day is a start on Monday 14 July around 5pm with various meetings/sub-committees followed by a dinner with a guest speaker and an overnight stay. On Tuesday 15 July, the strategy meeting will finish around 3pm.

09 September 2014 – Board meeting at CEOP, London. Please note that the meeting will end around 3pm after a presentation by Jonny Gwynne.

25 November 2014 – AGM/Board meeting, TBC. This is a whole day event.

The meeting ended at 12.55pm.