

## Terms of Reference

**Name of Group:** UKCIS Vulnerable Users Working Group

**Working Group Chair:** Internet Matters

### Background:

The Online Harms White Paper sets out the UK government's ambition to make the UK the safest place in the world to go online. Emerging research suggests that, both children and adults with vulnerabilities, experience online harms in greater numbers than their counterparts. In particular, for children with vulnerabilities, we know that their vulnerability can help to predict their online risks. This Working Group has been established to bring together the influential organisations and adults that surround online users with vulnerabilities to develop and implement an action plan that aims to make a positive impact in the numbers of vulnerable users experiencing online harm.

### Objectives:

The Working Group will have two phases. Phase 1 will address children with vulnerabilities. Phase 2 will address adults with vulnerabilities. In each case, we will aim to follow a similar process, which includes:

- **Audit & Analysis:** Understand the current levels of knowledge, resources, and support that exist today. Identify any gaps in provision and what is required to achieve the objectives of the Working Group.
- **Action Plan:** Collaboratively develop an action plan that prioritises activity based on the greatest impact and the ability to deliver. The Working Group recognises that this is a voluntary programme and relies on the goodwill and contribution of its members.
- **Design & Develop:** Maximise the contribution of the Working Group to ensure outputs are adhering to best practise & latest evidence, and can be deployed effectively in the channels intended.
- **Communication:** Leverage the membership structure of the Working Group, wider UKCIS members, the third sector and industry to ensure outputs are visible to the right audiences.
- **Evaluation:** Embed a feedback process within any new outputs to ensure there is a mechanism for improving and enhancing any outputs once they have been deployed.

**Membership:** By invitation from UKCIS Secretariat and/or the Working Group Chair.

**Current Members:** To be confirmed following initial meeting. It is anticipated that there will be broad representation from both members of UKCIS and the wider stakeholder community surrounding children with vulnerabilities.

**Process and outputs:**

- The Working Group Chair will be Claire Levens, Policy Director at Internet Matters.
- It is anticipated the Working Group will meet once a quarter as a minimum, but on occasion, and as required, the frequency of meetings may be increased.
- Minutes will be produced and circulated to all Working Group members by the Working Group Chair.
- Given the breadth and complexity of the issue, we anticipate there will be a number of Workstreams that will be led by different members of the Working Group. The number of Workstreams and their members will be determined by the Working Group members and their priorities.
- Each Workstream will determine the most appropriate participants from the Working Group members to meet their individual goals, and will produce separate Workstream Charters that detail their objectives, actions and timescales.
- Each Workstream will meet as needed in order to deliver to their timescales and objectives and will report back to the overall Working Group.
- The Working Group will publish a report on progress at each UKCIS Executive Board meeting.

**Confidentiality:**

Members are free to state publicly that they are members of the working group. Likewise, the role of the group can be shared publicly. With regard to general content, discussions, decisions and agreements made in meetings, these should be treated as confidential, unless explicitly stated otherwise.