

Reference: 01975914

Information Requests
information.requests@ofcom.org.uk

17 April 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning the Online Safety Act Results. We received this request on 21 March 2025 and we have considered your request under the Freedom of Information Act 2000 (the "FOI Act").

Your request

In light of recent enforcement of the Online Safety Act, with providers expected to supply risk assessments, I would like to request responses to the following questions.

- 1. How many providers requested to supply risk assessments failed to provide on time?*
- 2. How many times has action been taken against a provider in line of the Act since its initial enforcement?*
- 3. How many complaints have been issued to Ofcom about social media material in the last twelve months?*

If this material is unavailable, then any information regarding the action being taken to enforce the online safety bill is proportionate.

Our response

1. As part of our [Enforcement Programme](#) launched on 3 March 2025, Ofcom requested the providers of a number of in-scope services to submit records of their risk assessments by 31 March 2025. These records are a legal obligation and must set out, in an easily understandable form, all aspects of a service's risk assessment, including details about how the assessment was carried out and its findings.

Extensions to the 31 March 2025 deadline were granted to a small number of providers, on a case-by-case basis. Three providers failed to submit their records or request a deadline extension by 31 March 2025.

2. In respect of illegal content risk assessment duties, these came into effect upon Ofcom's publication of the relevant guidance on 16 December 2024. In-scope services had until 16 March 2025 to complete their risk assessments and make appropriate records. As noted above, the enforcement programme was launched on 3 March 2025 and Ofcom requested information from services to identify possible compliance concerns and monitor how our illegal content risk assessment guidance and record keeping guidance are being applied by industry. Ofcom has engaged providers who have not provided the requested information on time. As of 8 April 2025, no formal enforcement action has been taken against providers in respect of these duties.

With respect to other duties under the Online Safety Act, and other types of enforcement action we take, we have opened two other enforcement programmes.

- The first, opened on 16 January 2025, aims to promote the implementation of robust age assurance by adult services, so that children are protected from pornographic content. Further information can be found in our [Enforcement Bulletin](#).
- The second, opened on 17 March 2025, is looking at measures being taken by providers of file-sharing and file-storage services that present particular risks of harm to UK users from image-based Child Sexual Abuse Material (CSAM) to ensure users do not encounter, and offenders are not able to disseminate, such content on their services. Further information can be found on our [Enforcement Bulletin](#).

Although no formal enforcement investigations have yet been taken against any provider under these enforcement programmes, one of the aims of this type of work is to work out who is and is not complying with our rules, and take appropriate action following this analysis.

We have opened one formal investigation into whether a provider of an online suicide forum has failed to comply with its duties under the UK's Online Safety Act. This investigation was opened on 9 April 2025, and further information can be found [here](#).

3. The Online Safety Act and the other legislation that Ofcom carries out functions under does not define the terms 'social media' or 'social media content' and the information we hold on our systems is not categorised under these terms. As the data we hold is not categorised under 'social media content', we are unable to search for how many complaints relate to such content. However, we can confirm that 1524 complaints have been issued to Ofcom about online material in the last twelve months. Please note that we are unable to disclose which provider(s) these complaints relate to as we consider this information is exempt from disclosure under s44(1) of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).