

Policy Advisory Body Report

This report will be tabled for approval at Meeting 65

Sixty fourth meeting of the Policy Advisory Body

**Radisson Blu Portman Hotel, 22 Portman Square, London, W1H 7BG
17 September 2009**

Those present:

James Conaghan	Elected Member
Ulrika Diallo	Appointed Member – Federation of Small Businesses
Gordon Dick	Nominet Board
The Earl of Erroll	Appointed Member - apComms
Dave Evans	Appointed Member – Information Commissioners Office
Mark Healey	Elected Member
Nora Nanayakkara	Elected Member
Eric Ramage (Chair)	Appointed Member – Institute of Trade Mark Attorneys
Stephen Rhodes	Appointed Member – BIS
Tom Wills-Sandford	Appointed Member – Intellect

Those present by remote participation:

Michael Toth	Elected Member
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By invitation of the PAB:

Martin Boyle, Senior Policy Advisor, Nominet
Marie-Claude Hemming, Federation of Small Businesses (FSB)
Leanne Kenny, Policy Executive, Nominet
Iain Maclean, Independent Facilitator, The Maclean Partnership

PAB July Meeting – Report

1) Welcome and apologies

Apologies were received from Sara Draper, Clive Feather and Rob Taylor. Michael Toth was unable to attend the meeting in person but did participate in the discussion remotely via Skype.

The Chair welcomed Iain Maclean an independent facilitator who would be assisting the PAB with their discussion of agenda item 7a and Marie-Claude Hemming from the FSB who will be joining the PAB in place of Ulrika Diallo from the November meeting.

2) Declaration of Interests

There were no declarations of interest.

3) Approval of the July meeting report

One PAB member requested the sentence “ It was noted that, in the past, some elected members had seen their role as “keeping the Board in order”, and that this had been disruptive to the focus of the PAB”

be removed from the report as he felt it was not appropriate to include such a reference in a public document. Other PAB members did not want the sentence removed because the report reflected accurately what was said at the meeting.

The Chair proposed that the report be amended to “The Chair said that in the past, some elected members had seen their role as “keeping the Board in order”, and the Chair thought this had been disruptive to the focus of the PAB.”

Following agreement from the PAB, the Executive agreed to change the draft, correct a typographic error that had been identified and publish the amended report.

Subject to the above changes being made the July Meeting report was approved.

4) Matters arising

The PAB Performance Review paper had been circulated to all members on the list. The PAB Chair had received comments on the paper the day before the meeting which he had yet to review, subsequently the PAB were unable to approve the paper at the meeting. The Chair invited any further comments to be sent to him directly within three weeks. Approval of the PAB Performance Review paper will be put on the November meeting agenda.

One PAB member requested a progress update on the recommendations the PAB made to the Board on the .ltd.uk and .plc.uk rules. The Executive agreed to follow up on this and speak to the Department for Business, Innovation and Skills and Companies House directly.

5) Board Response to PAB resolutions

There were no comments.

6) Policy Issues:

a) Phishing: Follow up to the July Joint PAB-UK Payments Administration (UKPA, formerly APACS) Phishing workshop

The Executive updated the PAB on their discussion with the UK Payments Association Secretariat following the July Meeting. A number of issues were highlighted which need to be addressed in order to move the discussion forward:

- We recognised a mismatch in the expectations of the PAB and UKPA, in particular with the latter interested in operational issues. This is not helped by the dynamics of a very large group.
- UKPA has agreed to set up a small group similar to the core PAB group (Mark Healy, Stephen Rhodes, Gordon Dick and the Secretariat). Together these groups will help shape agenda, set strategic direction and steer future work.
- The Executive will set up a meeting between Nominet’s Technical dept and UKPA to follow up on the Phishing clearinghouse paper. UKPA is keen to contribute to this work will also work towards improving awareness of the phishing lock. This will provide a direct channel into Nominet on operational action.
- The main meeting could focus on information sharing, awareness-raising and background briefing, and identification of follow-up work, and provide an opportunity for the small group to report back. This might offer an opportunity to widen involvement in the workshop to other relevant organisations, bringing in (for example) law enforcement agencies and security companies.

7) PAB internals:

a) The Future of the PAB

The PAB Chair welcomed Iain Maclean from the Maclean Partnership to facilitate the discussion on the Future of the PAB. The purpose of this session was to examine the process implications of effective engagement with stakeholders and to try and design a more inclusive process for stakeholders to input into .uk policy.

The first discussion focused on identifying ways in which we can better engage and capture the views of the wider stakeholder community. From this discussion it was clear that there are a number of mechanisms by which we can capture more input from wider stakeholders than is currently the case. The PAB identified a number of issues to consider concerning stakeholder engagement:

- There are a large number of stakeholders on the stakeholder map produced by the Executive (which was based on the input at the July meeting) – any process needs to ensure all have the opportunity to input. It was recognised that it would be very difficult to engage all these groups, and probably not necessary so long as there was a way of seeking views and input;
- Different ways to engage – both raising awareness and in providing opportunity to contribute – may be needed for different stakeholders;
- A new process needs to include a mechanism to capture stakeholders who input directly to Nominet rather than through outreach;
- Issues-based groups should be open to all relevant stakeholders;
- There will be stakeholders who are members of more than one group and this might lead to excessive demands on their time;
- Potentially the policy function needs to be that of a “programme manager” or “secretariat role” to enable the discussion and ensure effective engagement. Concern was expressed on the load that this placed on volunteers.

During the second discussion two groups were asked to sketch out and define a transparent and accountable process for engaging and capturing the views of the wider stakeholder communities that (diagrams attached as Annex B and C). The main points were:

- Issues would be captured on a proactive/internal (identified by Nominet or the PAB) or reactive/external (identified by stakeholders) basis;
- There needs to be a way to determine whether the issue was relevant to .uk policy (either directly or because Nominet could contribute to the work with others on the issue). Key would be that the discussion can lead to action by Nominet, either by itself or in partnership with others;
- A transparent set of criteria could help manage stakeholder expectations;
- Issue groups would be generated and stakeholders invited to engage on the issues of relevance to them;
- The issues group would need to ensure effective engagement. It will be important to ensure that groups have representation from all the stakeholder groups affected by the issue;
- Nominet should provide a full-time Secretariat;
- The issues groups should report back with recommendations to the Nominet Board;
- Nominet would have responsibility for communicating the decision and implementation.

The PAB recognised that the two processes showed very similar approaches and were satisfied that a combination of the processes outlined in Annexes B and C would provide a more inclusive process for stakeholders to input into .uk policy.

8) PAB work programme including:

a) New Items for the Work Programme

There were no new items for the work programme. The Future of the PAB, the PAB Performance Review and the .uk Brand will all be items on the November agenda.

9) Matters arising from nom-steer and pab-suggest

One PAB member requested that any issues with the functionality of the new Forum be resolved before nom-steer was switched off. Nominet agreed to drqw these concerns to the attention of the relevant department.

10) AOB

One PAB member raised the issue of a stakeholder who is allegedly a victim of identity fraud due to the fraudulent use of a .org.uk domain name which is similar to his Company name. The PAB member had already contacted Nominet and the case was currently being investigated by the Operations department. The PAB agreed that this kind of incident could potentially be dealt with by extending the phishing lock to include domain names involved in other types of criminal activity and this must be considered when it comes to reviewing the lock in operation.

11) Date of next meeting

The next meeting will be held at the Victoria Park Plaza, 239 Vauxhall Bridge Road, SW1V 1EQ on the 11th November 2009.

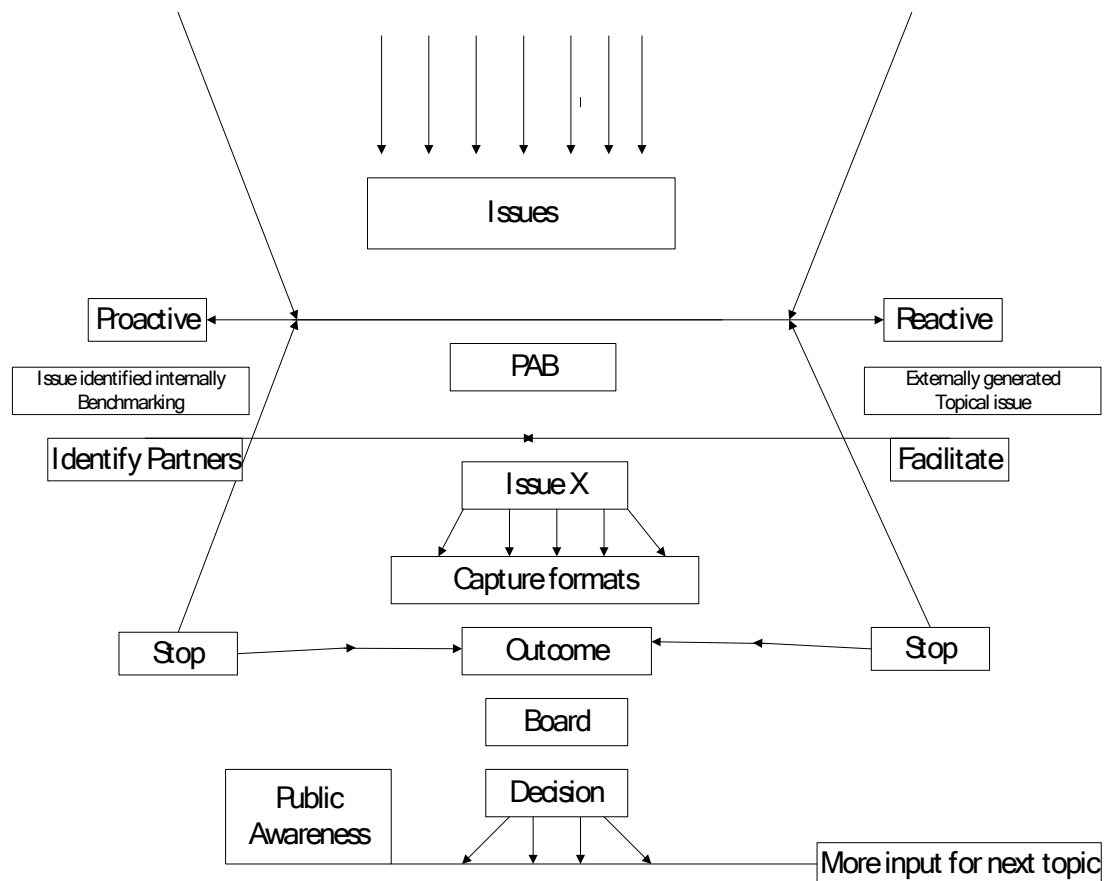
Outcomes of the meeting

Future of the PAB

The PAB are satisfied that a combination of the structures outlined in Annex B and C will result in the creation of a .uk policy process that will:

- Provide an opportunity for the wider stakeholder community to identify issues which are relevant to Nominet and .uk;
- Effectively capture stakeholder views;
- Provide a mechanism where relevant stakeholders are identified and able to participate in discussion on issues relevant to them;
- Manage stakeholder expectations;
- Have a defined start and end point to the policy process;
- Handle large volumes of queries.

PAB Policy Process version 1



PAB Policy Process version 2

Nominet

