

## Written evidence submitted by Twitter (BYC074)

UKCCIS is just one way that we ensure that Twitter is hearing from a wide range of stakeholders on safety issues. It's a great forum to discuss issues that affect companies, Government, charities and professionals and to identify how we can work together to make the internet safer but rarely does it hear directly from young people, so I'd be supportive of ideas that bring young people into the process of informing and guiding the work that UKCCIS leads. That could be through organisations like the Youth Parliament, but it would be great to hear how young people feel they could be involved too.

A range of organisations have highlighted that the laws around online speech are complicated and in many cases were written before the advent of widespread internet access. The Law Commission is working on a review of this area of law and we've already met with them to discuss their objectives and how we approach safety. One of the biggest challenges is that different people find different things offensive or upsetting, and so having a clear legal framework is even more important. We will take action against people who break our rules, but equally it's important that when people commit serious offences, there is a real-world consequence for their actions, especially as this is part of a deterrent to other potential offenders. One possibly that has been highlighted by the All Party Group on Antisemitism is the use of antisocial behaviour orders for online activity and that should be looked at.

Safety is something that everyone at Twitter works on at some point, and it's an issue that is discussed by every team, at every level. The idea of dividing the company up by the people who work on safety and those who don't, or trying to count the amount of money spent, is always going to seem a simple way of measuring a commitment to something but ultimately they tell you very little. We're using a mix of technology and people to improve safety, and some of that technology is also used for other things, so the abstract number tells you very little about the impact we're having. That's why we measure things like how many accounts a day do we take action on - we're now taking action on ten times the number of abusive accounts every day compared to the same time last year. We're also interested in changing behaviour, and so we use technology to identify accounts that demonstrate abusive behaviour and limit them for a time, and told why. Accounts that we put into this period of limited functionality generate 25% fewer abuse reports, and approximately 65% of these accounts are in this state just once. That's progress we are focussed on building on and tells us far more about the impact we're having than an abstract number of people.