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**Katy Minshall  
Head of UK Government, Public Policy and Philanthropy  
Twitter UK  
20 Air Street  
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19 November 2019

Dear Katy,

The Committee on Standards in Public Life would be grateful for an update on Twitter's response to our 2017 report on intimidation in public life. You kindly wrote a year ago with information on Twitter's progress against our recommendations; a copy of your letter is attached for ease of reference.

I would be very grateful if you would write and confirm the steps that Twitter is taking to counter intimidation on its platform in this period of a general election campaign. For information, this issue was discussed in our [evidence](#) to the Home Affairs Select Committee on 15 October.

In particular, we are interested in your progress against our recommendations that social media companies set up a 'pop-up' social media reporting team for election campaigns, and that social media companies should actively provide advice, guidance and support to parliamentary candidates on steps they can take to remain safe and secure whilst using your sites. You said in your letter that you were making your Partner Support Portal available to parliamentary security teams; that you have newly developed tools to monitor attempts to manipulate election conversations; and that you were committed to supporting a dedicated process during elections to provide support to candidates. We would be grateful for an update on progress.

I look forward to hearing from you. I am writing similarly to Facebook and Google.

Yours sincerely

**Lesley Bainsfair  
Secretary, CSPL**

**Accountability Honesty Integrity Objectivity Selflessness Openness Leadership**