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TERI PENGILLEY

Christmas at Great Ormond Street

Evie Doherty, pictured with parents Nicole and Paul, should have spent Christmas Day at her family home in Colchester, but the two-year-old couldn't leave Bear Ward at Great Ormond Street Hospital. Her tiny heart has failed and an artificial Berlin heart is keeping her alive. It keeps her confined to GOSH and she desperately needs a transplant
CHRISTMAS APPEAL, P.20

Twitter's vow to defeat trolls

- European chief trumpets new measures designed to confront users guilty of abusive behaviour
- Admission that scale of online vitriol has damaged the social media company's reputation

EXCLUSIVE
IAN BURRELL
MEDIA EDITOR

The head of Twitter in Europe pledges today to defeat the trolls who have scarred the growth of the social media platform and are preventing it from becoming a major player

in the burgeoning market for online news.

As the company heads for its 10th birthday in March, Bruce Daisley, the head of Twitter in Europe, told *The Independent* that the site had cracked down on the nuisance users who hurl extreme abuse at those they disagree with. Measures include contacting suspected

trolls to tell them "what you are doing here exists in the real world" and encouraging people to publish lists of users they have blocked.

While Twitter has 320 million global users, and is valued at £22bn, it still lags far behind rivals such as Facebook, which boasts more than one billion users and a valuation

of £167bn. "We have spent longer on user safety than any other thing. The measures have directly correlated to a reduction in the amount of bad behaviour," he said.

Twitter's reputation has suffered from high-profile users closing their accounts or complaining of abuse. It has also been criticised

for its use by Isis to groom Western recruits.

But Mr Daisley pointed out that huge changes in social attitudes over the last 10 years, such as the introduction of gay marriage, could be ascribed to the way Twitter allowed diverse voices into the discussion.

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