

Annual Report

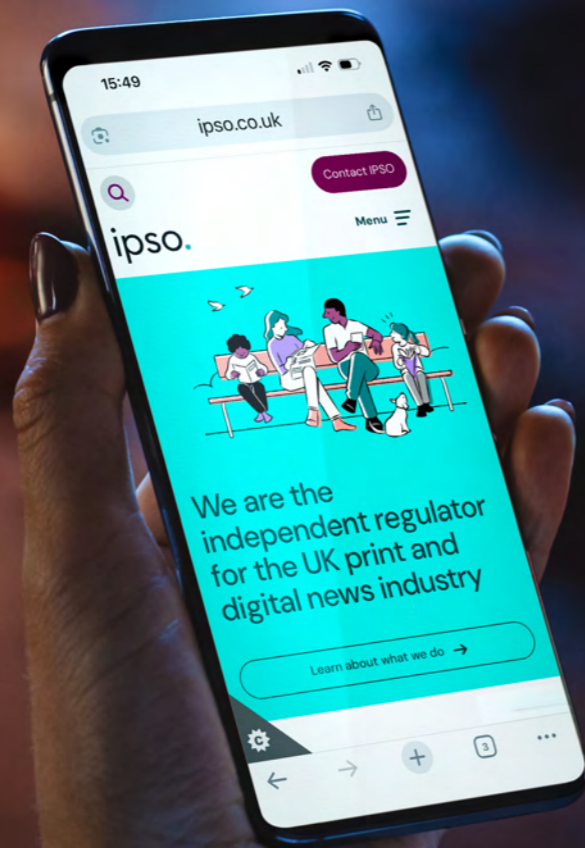
2024



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For accountable journalism

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View from the Chair

In 2024, we celebrated ten years of regulation of the UK press by IPSO. Over this decade, confidence in IPSO's work and judgment has grown. We have deliberated upon an extraordinary range of issues facing journalists and their editors as they go about their work. We have considered tens of thousands of complaints. We have engaged people who have an interest in editorial standards including complainants, editors, reporters, charities, academics and policymakers to gain an unmatched understanding of the practical and ethical challenges facing journalism in many different contexts.

2024 saw another important milestone reached as we consolidate our position as the authoritative press regulator in the UK's newspaper, magazine, and digital news industry. A new five-year funding settlement, agreed with the publishers who subscribe to regulation by IPSO, has given us valuable stability. This recognition of the value of our work by publishers

was welcome. Accountability and regulation are of huge importance in demonstrating to the public that regulated publishers have a commitment to quality in contrast to unregulated online content.

The passage of the Media Bill into law ahead of the General Election removed an important legal uncertainty in press regulation. It included the long-awaited repeal of Section 40 of the Crime and Courts Act 2013. That legislation could have forced publishers to pay large legal costs if they refused to sign up to a Royal Charter-approved regulator. The concern being that Parliament, and by extension Government, would have a potential legal mechanism to influence or control the press.

In rapidly changing times, it is more important than ever to understand the challenges facing the publications we regulate. To help us do that, we toured several newsrooms across the country throughout the year. In Manchester, Cardiff, Caerphilly, Glasgow, Dundee, Oban, Guildford, we

PORTRAIT BY NOEL MURPHY

met entrepreneurial journalists seeking ways to deliver high-quality and credible local journalism in the face of huge commercial and technological pressures. They are also trying to navigate traditional challenges, such as journalists' rights to report matters of public interest, including court proceedings or crime stories. The tours were also an important opportunity to discuss regulatory issues with the next generation of journalists at universities and colleges.

Our tenth anniversary conference brought people together to consider the practice of journalism with particular focus on three themes – artificial intelligence; children; and misinformation and trust. The event was a clear example of work to promote the highest editorial standards. I am delighted that this will continue with the appointment of Rosemary Douce to lead the standards and regulation team. Her experience of understanding and improving standards in reporting and editorial decision-making, developing advice and guidance, and holding

publishers to account, continues to be invaluable. As I enter my final months as Chair of IPSO, I would like to thank Charlotte Dewar and her committed team who realise IPSO's mission to protect the public and freedom of expression.

Finally, I would finally like to thank the public for their trust in our independent system of regulation which ultimately underpins the foundation of a free and responsible press. We will continue to work with the public, journalists and all those who care about the future of quality journalism. We will continue to challenge editors and journalists to live up to the standards set out in the Editors' Code of Practice in everything they do.

IPSO Chair Lord Faulks KC



IPSO at ten

2024 marked an important milestone for the independent self-regulation of the UK press. IPSO CEO Charlotte Dewar explains how we got here

Following the publication of the Leveson Report and the closure of the Press Complaints Commission, the Independent Press Standards Organisation was set up as a self-regulatory model, free of government involvement, to raise standards in the UK newspaper, magazine and digital news sector and hold publishers to account.

In 2017, just three years into IPSO's operation, the UK was shaken by the Manchester Arena bombing which claimed 22 people's lives and injured more than 1,000 others. Criticising "intrusive and overbearing" behaviour of some journalists, the Kerslake Report into the bombing called for new IPSO guidelines to protect victims of press intrusion, resulting in IPSO's first guidance on

reporting major incidents to help journalists balance the public interest with intruding on victims and their families.

IPSO has now spoken to hundreds of family liaison officers across police forces to make them aware of IPSO's advice and services. In the first ten years since we were established, we made dozens of proactive approaches to offer support to people who may need our privacy service and issued 538 privacy notices.

Our public information means the public can understand what they should reasonably expect from journalists. Should someone feel that a reporter is being intrusive, or they want to assert their privacy, IPSO operates a 24-hour helpline to

provide advice and support. The privacy notice service can signal that someone does not wish to be approached by journalists or they want to keep an event – such as a funeral – private. It's a system that is widely respected by media organisations across the UK – including those not regulated by IPSO, such as broadcasters.

In 2020, the UK was struck by a catastrophe of a different nature, this time in the form of a global pandemic. It became more important than ever for members of the public to have confidence that the information they were receiving was accurate – and that publications were accountable if not. Our Covid Report identified key themes among pandemic-related complaints received by IPSO, notably about images of people and allegations of failures to observe social distancing; the use of statistics; and coverage relating to China, where the virus originated with the risk of discrimination against people of Chinese ethnicity. Despite these concerns however, only one in ten complaints received during 2020 related to Covid coverage, confirming that reporting of the crisis by regulated titles was broadly responsible.

Over the past decade, our standards and regulation team has monitored subjects that might raise concerns. We respond with guidance, information for the public, training, and insight.

This could be through our monthly newsletters or more formally by giving evidence to Parliament – most recently at the Women and Equality Select Committee's inquiry into the rights of older people. (See p23.)

The ongoing global digital revolution – through social media communication, digital platforms, as well as the exponential rise of artificial intelligence – has fuelled misinformation and disinformation. The ease of access to more forms of content has seen new channels compete for public attention with publishers and policymakers racing to understand the ever-changing digital landscape. When examining the police response to the death of Nicola Bulley in 2023, for example, the College of Policing report examined the impact of not just reporting by accredited journalists, but the impact of social media 'influencers' and unaccountable 'citizen journalists'.

Meanwhile, in recent years there have been multiple AI hoaxes. Audio and video purporting to be leaked recordings of figures such as Sir Keir Starmer or London mayor Sadiq Khan. This faked material is another challenge for journalists. In response, IPSO continues to adapt. We have issued – and are evolving – our position on artificial intelligence in the newsgathering process through dialogue with journalists and experts in the field.

We receive thousands of complaints each year – providing a means for the public to hold our regulated titles accountable. Where a complaint is within our remit, we will assess it impartially. The majority of the time (71 per cent over the past three years), this results in a favourable outcome for the complainant. This can be reflected in an upheld complaint, but more often it can be a matter of helping the complainant reach an outcome with the publication that they both find satisfactory.

Sometimes, these figures can be distorted by the sheer volume of interest in a story. In 2022, for example, we had a huge number of complaints about a single story: a Sun column on the Duchess of Sussex. We received more than 25,000 complaints about the article, which ultimately resulted in an adjudication ruling against the publication.

We hold our regulated publishers to the Editors' Code of Practice, which continues to evolve. As a result of changes to the Code over the past decade, alongside the guidance materials and training our standards team can deliver to newsrooms and trainee journalists, we are seeing real improvements in the coverage of sensitive subject matter, such as the reporting of suicide. We have flexible processes which underpin our regulatory approach – enabling us to hold publications to account as they respond to the commercial and technological pressures facing the industry. Over the next decade, we will continue to adapt as the journalism we regulate evolves.

Charlotte Dewar



IPSO CEO Charlotte Dewar being interviewed by the BBC about the Sun ruling

● IPSO 10 ANNIVERSARY CONFERENCE



Debating the issues that matter

The IPSO 10 anniversary conference brought together a wealth of talent and diverse perspectives to focus on three areas that are not only challenging journalists but society more broadly: artificial intelligence; reporting of children; and misinformation and trust.

With an audience of journalists, academics, editors, lawyers, policymakers, educators and students, the event began with a look back at IPSO's first ten years, and the future of regulation. In a conversation hosted by Ritula Shah, former presenter on Radio 4's World Tonight, Lord Edward Faulks, the Chair of IPSO, and Charlotte Dewar, IPSO Chief Executive, discussed IPSO's role in promoting high standards, enforcing the Editors' Code of Practice, and controversial rulings where critics believe IPSO has either hampered free speech, or not done enough to protect individuals from journalists' overreach.

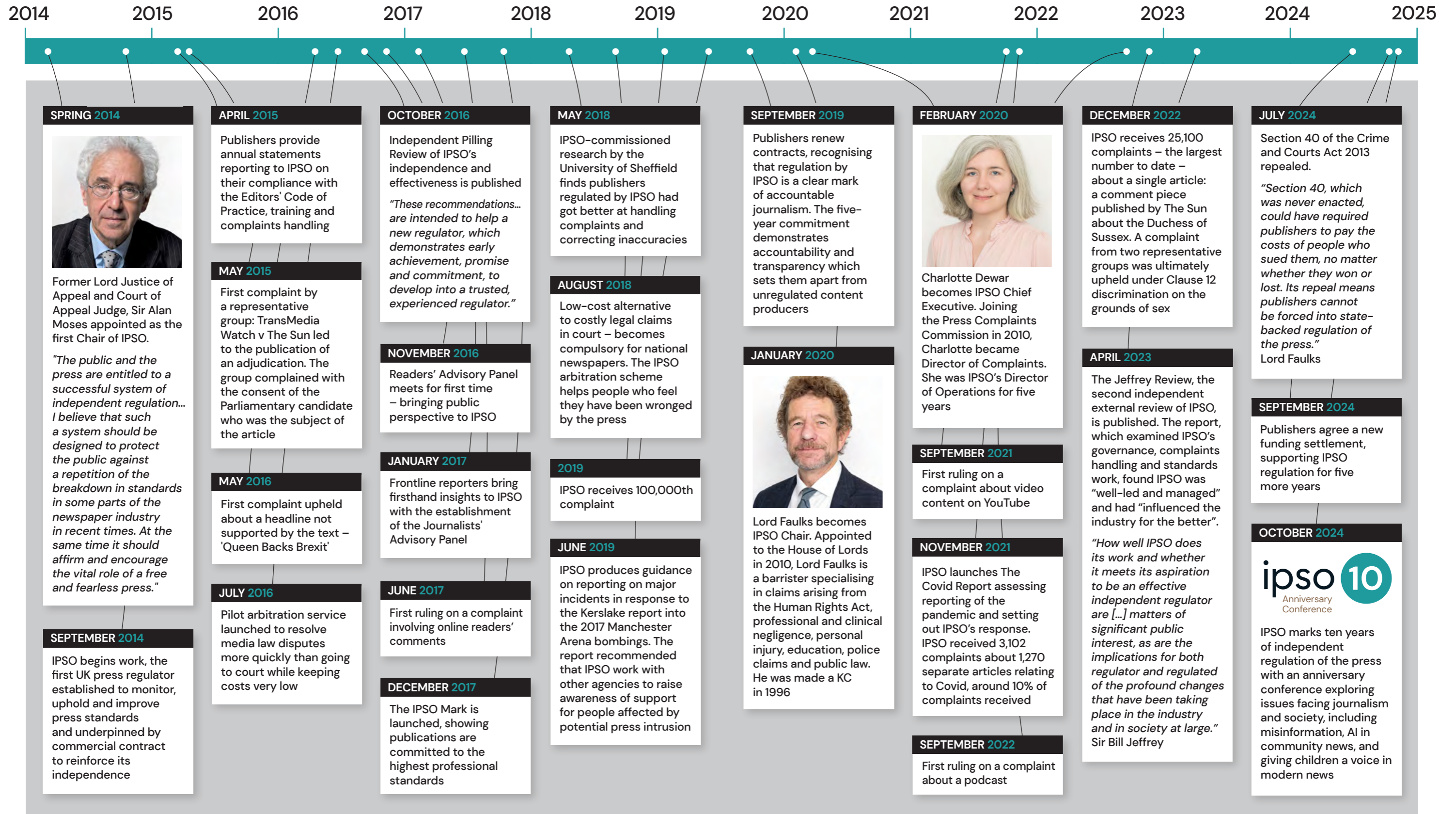
Clockwise from top: Maximilian Milovidov, Kavita Reddi, Lord Faulks, the brochure, the packed venue at St Paul's

Charlotte Dewar said people value having access to quality, regulated, accountable journalism: "We can see during times of crisis, such as during Covid, that flight to trusted sources... If we don't protect editorial standards and accountability, there will be nowhere for people to go. It remains crucially important that those sources of quality journalism have a strong future."

Read more about the IPSO10 conference on our website ipso.co.uk/ipso10



A decade of accountability



6,655

Complaints

All enquiries are carefully assessed, and if any complaint might raise a potential breach of the Editors' Code of Practice, it is investigated fully

The welcome trend of publications resolving complaints directly with complainants continued in 2024. IPSO regulated publications are engaging with complainants seriously and in a way that addresses their concerns. Throughout 2024, over 75% of complaints were concluded in under six months when measured from the start of IPSO's investigation, and just one complaint took over nine months from start to conclusion. One article generated more than 1,000 complaints in 2024: headlined "Family's tributes to sword lad, 14" in The Sun. (The complaints were not investigated as none had been made on behalf of or with permission of the family; their involvement was needed because of the sensitivity of the issue.) On average, we distributed one privacy notice

each week to indicate to publishers (and broadcasters) that a person does not wish to be contacted. The purpose of privacy notices is to prevent harassment of individuals, but they don't act as blanket bans for the press or prohibit the publication of stories about the same subject in the future. In 2024, not a single complaint was upheld in relation to a newspaper contacting a complainant after such a notice was issued. While there are many ways to show the value of the scheme, this is a clear indicator of the positive effect they have, and that there are ways IPSO contributes to higher standards and trust in the press that aren't just ruling on breaches of the Code.

Emily Houlston-Jones, Head of Complaints

Complaints and enquiries received by IPSO in 2024

COMPLAINTS INVESTIGATED

307	Investigated. Of these:
134	Complaints resolved directly with publisher
72	Complaints not upheld
43	Complaints upheld
31	Complaints resolved with IPSO mediation
1	Resolved - satisfactory remedy
26	Not pursued during IPSO investigation

COMPLAINTS ASSESSED

6,217	Complaints not in remit. Of these:
29	Initial copy letter
804	Not pursued
185	Non-regulated publication
150	Global jurisdiction
140	Out of time
26	Taste
3	Legal proceedings
1,040	Other
3,840	No possible breach of the Code

OTHER ACTIONS

54	Advice which did not lead to formal complaint
54	Privacy notice
13	Proactive approach
10	Ongoing

In 2024, IPSO received an enquiry every 16 minutes. This calculation is based on 260 working days at an average of seven working hours per day. The figure does not include all phone or general email enquiries

Most complained – about titles

Publications with the largest reach receive the most complaints, but have the lowest proportion of breaches

2024 MOST COMPLAINED ABOUT PUBLICATIONS BY ARTICLES								RULINGS		
	Total number of complaints	Number of articles complained about	Number of complaints in remit *	Rejected **	Not pursued by complainant ***	Resolved by IPSO mediation or directly with publication	Resolved – satisfactory remedy	Fully Upheld	Partially upheld ****	Not upheld
The Sun	1198	48	1123	1113	1	6	0	1	0	2
Mail Online	830	440	354	306	16	25	0	1	1	5
The Times	587	93	531	514	0	7	0	1	2	7
The Daily Telegraph	354	141	184	160	6	11	0	0	3	4
Daily Mail	333	147	202	180	7	8	0	1	0	6
The Sun on Sunday	211	5	205	203	1	1	0	0	0	0
Metro	196	17	177	177	0	0	0	0	0	0
telegraph.co.uk	170	122	97	84	7	6	0	0	0	0
The National	135	5	117	116	0	0	0	0	0	1
The Star (Sheffield)	116	3	2	0	0	1	0	1	0	0
express.co.uk	107	99	76	52	4	12	1	6	1	0
mirror.co.uk	105	88	56	37	4	10	0	0	1	4
The Sunday Telegraph	94	27	80	80	0	0	0	0	0	0
thesun.co.uk	92	78	43	33	1	9	0	0	0	0
metro.co.uk	77	52	52	49	1	2	0	0	0	0
The Mail on Sunday	68	33	50	21	19	6	0	0	1	3
Horse & Hound	63	2	60	60	0	0	0	0	0	0
South Wales Echo	51	4	50	49	0	1	0	0	0	0
birminghammail.co.uk	47	42	29	20	1	6	0	1	1	0
Manchester Evening News	45	11	16	14	1	0	0	0	1	0

Where complaints are listed as rejected, they did not raise a possible breach of the Editors’ Code. Some of the publications received many complaints, but they were not in breach. An increase in the proportion of complaints resolved between publication and complainant during the referral period demonstrates how this process encourages quick resolution of complaints.

* Includes: Breaches (all)/No breach – after investigation/Not lead/Not Pursued (all)/Rejections (all)/Resolved (all)
 ** Includes Rejection confirmed by Committee
 *** Includes Not pursued – no further contact after referral to publication and Not pursued – during IPSO investigation
 **** If a complaint is upheld on one or some points, but the complainant had raised further points that were not found to be in breach, the Committee may determine that the complaint is partially upheld.



Notable 2024 case studies

Alice Gould, IPSO Head of Complaints and Pre-Publication Services explains how we work

Regulated publishers sometimes strongly disagree with the Complaints Committee's decisions. They have taken to social media and written comment pieces to say so. We respect their right to disagree and to challenge. What matters is that they respect our independence and abide by our rulings.

IPSO's role is not to thwart debate on matters of public interest such as sex and gender identity. The Editors' Code of Practice protects the right of commentators to challenge, to shock, be satirical and entertain. But one high-profile ruling in 2024 (Dawson vs spectator.co.uk) set out below, demonstrated that the Editors' Code is clear that in engaging in debate, publications must avoid prejudicial or pejorative language about a person's gender identity.

Over the years, the Complaints Committee has issued many decisions protecting the rights of journalists to report on court proceedings. Nonetheless, the Editors' Code of Practice has always been clear that there are circumstances in which editors are expected to exercise judgment in relation to the publication of material heard in open court, for example by limiting details of suicide methods even when these are aired at inquests. In 2024, the Complaints Committee deliberated on a complaint (A woman v Aberdeenlive.news) about the reporting of a rape trial which contained

particularly personal and sensitive detail about the complainant's reaction to the horrific crime committed against her. The Committee issued a carefully reasoned ruling setting out why, very unusually, in this instance it was a breach of Clause 4 to publish material heard in open court.

IPSO's remit is to rule on editorial standards issues, not public policy, but rulings inevitably touch on sensitive and contentious topics at times. Particularly in these cases, we are ready to explain our decisions – to editors, journalists and the public – in response to challenge, and to listen to concerns about how rulings will affect society or editorial standards, perhaps in unintended ways. This kind of dialogue creates accountability and helps us stay attuned to the broader social context of our work.

In response to a comment piece, Charlotte Dewar emphasised that editorial decision-making rests with journalists

1 Dawson v spectator.co.uk

Complaint upheld and adjudication published in comment piece about Nicola Sturgeon's views on transgender rights

The article "The sad truth about 'saint' Nicola Sturgeon" was a comment piece about Nicola Sturgeon and focused largely on her stance on transgender rights. Juno Dawson complained that spectator.co.uk had breached Clause 1 (Accuracy), Clause 3 (Harassment), and Clause 12 (Discrimination), when it said that Nicola Sturgeon "was interviewed by writer Juno Dawson, a man who claims to be a woman, and so the conversation naturally turned to gender".

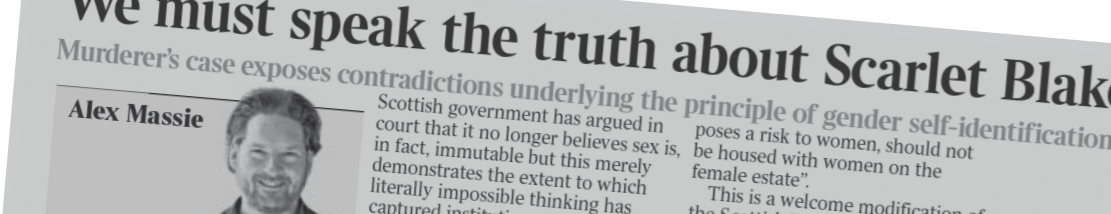
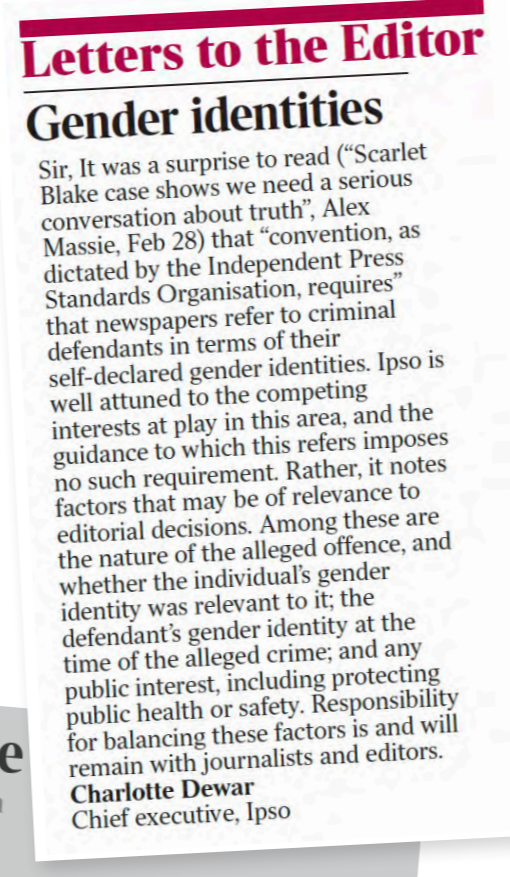
The complainant said the article breached Clause 12 as she considered the claim that she was "a man who claim[ed] to be a woman" was discriminatory as she legally changed her gender in 2018 and had a Gender Recognition Certificate. The publication published a clarification noting the complainant's Gender Recognition Certificate shortly after its publication, but it did not accept it had breached the Code. It believed the reference in the article to the complainant's gender was relevant, as it put the remarks made

by Ms Sturgeon into context. It did not consider this to be either prejudicial or pejorative.

The Complaints Committee upheld the complaint of discrimination. It decided that referring to the complainant as a man "claiming" to be a woman was personally belittling and demeaning toward the complainant in the context of this article and was not justified by the columnist's right to express his views on the broader issues of a person's sex and gender identity. It upheld the complaint of discrimination under Clause 12 (i), which says that the press must not publish prejudicial or pejorative references to someone's gender identity. The Committee did not uphold other aspects of the complaint relating to Clause 1 (Accuracy), Clause 3 (Harassment) and Clause 12 (ii) (Discrimination), emphasising the rights of individuals to express their views about gender and sex.

Reference: O3844-24 Dawson v spectator.co.uk

The IPSO ruling drew widespread criticism, but spectator.co.uk complied with the Committee's sanction



2 A woman v South Wales Argus

Complaint that turns on who is a “custodial parent” leads to upheld ruling and a change to the Editors’ Code of Practice

The article was an interview with a man with a terminal illness, who had donated money to a local hospice providing him with palliative care. It described him as a single dad of a child; and the child’s age, gender and first name were published along with photographs with the father.

The complainant – the custodial parent of the child – said the article had breached Clause 6 (Children) and affected her child’s time at school as other students had become aware of the father’s terminal illness and approached the child. This had caused the child to miss school on several occasions.

The publication did not accept that Clause 6 had been engaged as the article was not about the child’s welfare. It said the article was positive and uplifting and shared the story of a local father

giving back to the local hospice that cared for him. It also maintained that reporting on the father and child helped to humanise the story and had public interest value. The Committee ruled there was a clear potential impact on the child’s schooling which should have been considered prior to publication. It noted that the publication had not taken any steps ahead of publication to ensure it had the consent of the child’s custodial parent.

The Committee ruled that although the publication had wanted to publish a positive article, Clause 6 (Children) had been breached. Publicising details about the child had affected their time at school and therefore South Wales Argus was required to publish an upheld adjudication.

Reference: 21023-23 A woman v South Wales Argus

3 Two people v bucksfreepress

No breach in publishing photograph of a child taken from a police appeal

Two people complained to IPSO that bucksfreepress.co.uk breached Clause 2 (Privacy) and Clause 6 (Children) in an article about a voyeurism incident in which a teenage girl was filmed in a changing room. The article was about a police appeal for information and contained a CCTV image of the complainants’ son who was under the age of 16.

The complainants argued that Clause 6 (Children) had been breached on the grounds that the publication of their son’s image had led to his identification and bullying at school. They also said Clause 2 (Privacy) had been breached as their son’s connection with the case had been private. The publication did not accept a breach. It said the photo did not reveal additional details about him

like his name, address or photograph, so it would be unlikely to link him to the story. It also said the article was based on a police force press release seeking assistance with an investigation, and therefore its reporting was in the public interest.

The Complaints Committee decided the Editors’ Code had not been breached as it was not indicated in the photo that it was of a child, nor was the publication aware of this before being contacted by the complainants. The privacy clause had not been breached as the information complained about was already in the public domain, via the police press release. The complaint was not upheld.

Reference: 03814-24 Two complainants v bucksfreepress.co.uk

4 A woman v Aberdeenlive.news

Complaint upheld and adjudication published in an article reporting on the rape of a woman that intruded into her grief

Aberdeenlive.news reported on the trial of a man who pleaded guilty to the rape and assault of the complainant. The article included details of the attack. It quoted the prosecutor, who had described the complainant’s reactions during the attack. The complainant said that, whilst she understood the story should be reported, the level of detail included in the article intruded into her grief and shock.

Although the publication did not accept a breach of the Code, it did remove two sentences from the article, which referred to the complainant’s reaction during the attack and other details about the incident. The publication said much of the detail under complaint was taken from a quote from the prosecutor, which it considered it was entitled to report. It said there was no breach of Clause 4 (Intrusion into grief or shock) on this basis, where the Clause explicitly protects the right to report on legal proceedings.

In its ruling, the Committee recognised that in some circumstances the publication of such personal and intrusive details may be justified. However, the publication had declined to offer a specific justification for the inclusion of these details; it did not suggest that it had considered its obligation to handle publication sensitively and reached the decision that they were warranted. The Committee concluded that the article included an unjustified level of detail that was deeply personal to the complainant and which intruded into her grief and shock. It drew a distinction from details that related to the offence itself rather than the complainant: these did not breach the Code.

The complaint was upheld, and IPSO required that Aberdeenlive.news publish an adjudication to remedy the breach of the Code.

Reference: 22051-23 A woman v Aberdeenlive.news

5 Doyle v Nation.Cymru

Public-interest defence to a complaint about an article that revealed a public figure was “signed off with stress”

Siân Doyle complained to IPSO that Nation.Cymru breached Clause 2 (Privacy) in an article headlined “S4C chief executive signed off with stress following sacking of her ally”.

The complainant said the article breached Clause 2 as, without her consent, it disclosed the specific reasons she had been signed off work. She considered this to be private medical information. The publication said there was a public interest in disclosing the reason why the complainant was signed off work in an ongoing story concerning allegations of bullying at a publicly-funded organisation. It also helped prevent any speculation about the complainant’s absence.

The Complaints Committee noted that the publication had demonstrated that prior to publication it had considered the public interest in reporting the reason why the complainant had been signed off work. The Committee considered that the amount of detail in the article was proportionate to the public interest served, where the medical information had been described only in broad terms, and was directly relevant to the reason for the complainant’s absence from a high-profile role within the publicly-funded organisation. Therefore, the complaint was not upheld.

Reference: 22775-23 Doyle v Nation.Cymru

6 Various v Mail Online

Misleading photograph and headline combination leads to upheld accuracy complaint

IPSO received various complaints that Mail Online had breached Clause 1 (Accuracy) in an article headlined “Knifed at random / Leicester Square stab victims were ‘attacked by stranger’: Police believe mother, 34, and daughter, 11, didn’t know knifeman who set upon them in broad daylight before hero security guard leapt to their rescue”.

The website homepage featured a composite image above the headline that included a man’s face, alongside a photograph of a person being led away by police. Beneath the images, text ran across the page: “Leicester Square ‘knifeman’ who stabbed mother and daughter, 11, did not know them, police believed”.

The article reported that a security guard had “tried to save the schoolgirl as she was being attacked”. The complainants said the image layout was misleading because it gave the

impression the man in the image was the person arrested for the attack, when actually he was the security guard who tried to save them.

The Complaints Committee did not accept the publication’s position that it was clear from the composite image that the man arrested for the attack was the individual who appeared in the smaller image with the police officers.

The Committee found that the composite image, with its prominent position near the text which read “Leicester Square ‘knifeman’”, gave the misleading impression that the man pictured was the ‘knifeman’ referenced in the text. The complaint was upheld under Clause 1, and the Committee considered that a correction was the appropriate remedy.

Reference: 05351-24 Various v Mail Online

7 Barrett v Eastern Daily Press

Reporting about a local council did not refer to the complainant as an individual, so did not breach the Editors’ Code

Joseph Barrett complained to IPSO that the Eastern Daily Press had breached Clause 12 (Discrimination) in an article headlined “Wymondham wets / Britain’s most fragile council? Authority introduces ‘red cards’ in meetings”.

The article reported on a new motion at a local council, which had been proposed by the complainant, a local councillor. The article’s sub-headline read: “‘fragile’ council under fire over red card system”. It began by reporting that “councillors have been described as ‘wet’ after introducing a ‘red card’ system allowing them to duck out of meetings if proceedings cause their anxiety levels to rise”. The complainant said the

article was discriminatory towards him in breach of Clause 12 in relation to disability. He said the references to “Britain’s most fragile council” and “Wymondham wets” were prejudicial and pejorative towards him, as he was the person who made the proposal as part of a reasonable adjustment made toward his disability. The Complaints Committee decided that the references were not directed at the complainant. The article had been written in response to the introduction of the “red card” proposal and described “councillors” as “wet” and “fragile”. The complainant, as an individual, was not described in such terms, so the complaint was not upheld.

Reference: 01503-24 Barrett v Eastern Daily Press



Time being spent on writing bespoke letters to all complainants could be better spent on complaints that were in remit or under investigation

Efficiency boost

A change to the complaints handling process is set to improve IPSO’s service and speed

An amendment to IPSO’s regulations allows for greater discretion about handling complaints that do not raise matters of regulatory concern. An internal review found that time being spent on writing bespoke letters to all complainants could be better spent on complaints that were in remit or under investigation as Alice Gould, Joint Head of Complaints and Pre-publication Services at IPSO, explained: “With this change, we will be able to invest extra time into complaints which do raise a possible breach of the Code, improving the quality of our service. We will continue to make case-by-case decisions and send a bespoke response to people complaining about matters that have affected them personally, or where there is a public interest in doing so.”

In accordance with IPSO’s regulations and

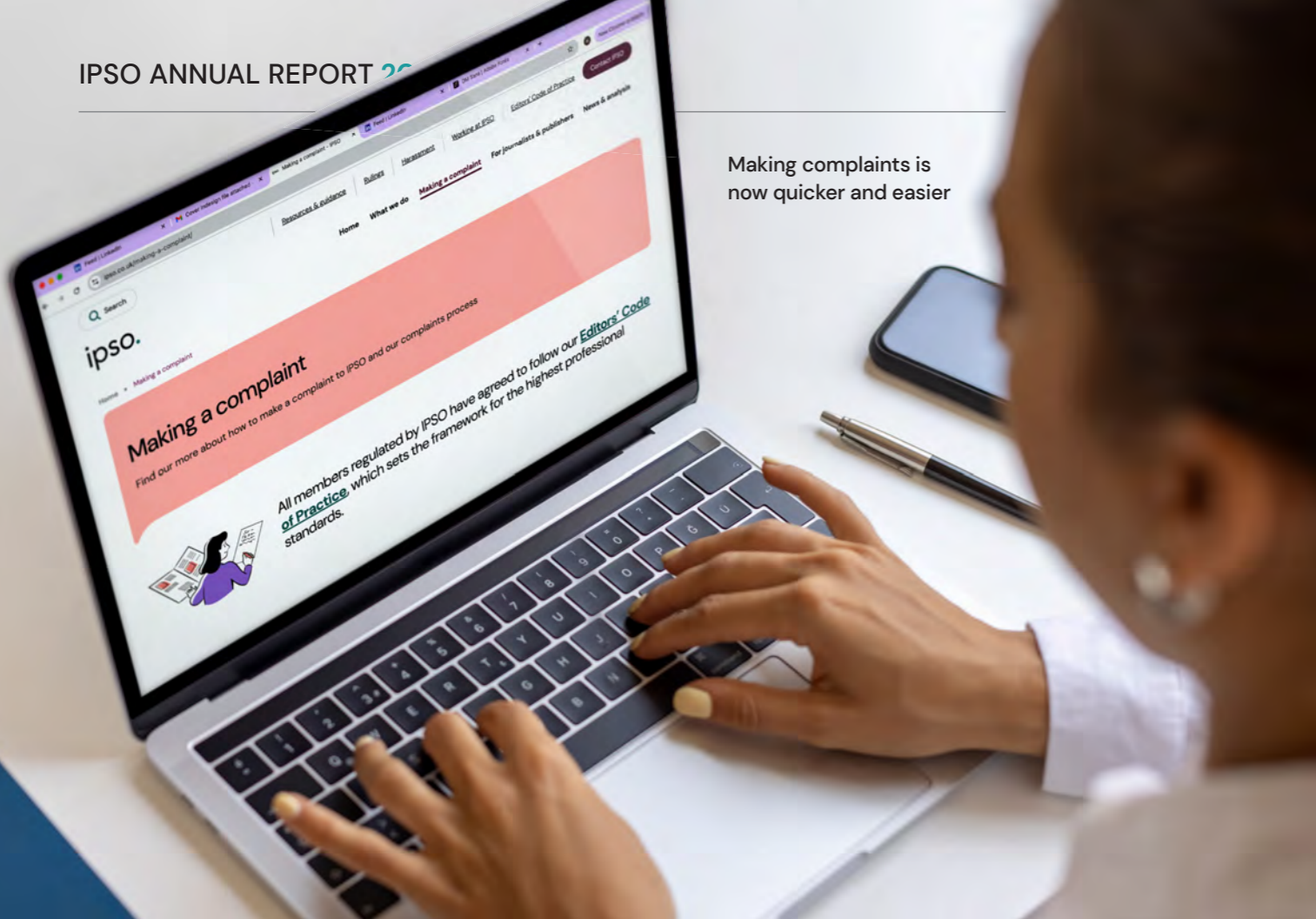
Scheme Membership Agreement, the change was approved by IPSO’s Board and in a vote by regulated publishers.

FROM THE PUBLIC

From my very first point of contact, I found the team to be extremely professional and unbiased yet at the same time compassionate towards my personal distress. All communications were dealt with in a timely and polite manner. It was a pleasure to deal with IPSO even in such harrowing circumstances.” *Anonymous*

“From the very start I felt listened to. I was able to put forward my complaint and the reasons for it. IPSO made sure that I was kept up to date every step of the way. The main thing my friend and I want to say to IPSO is thank you.” *Anonymous*

Making complaints is now quicker and easier

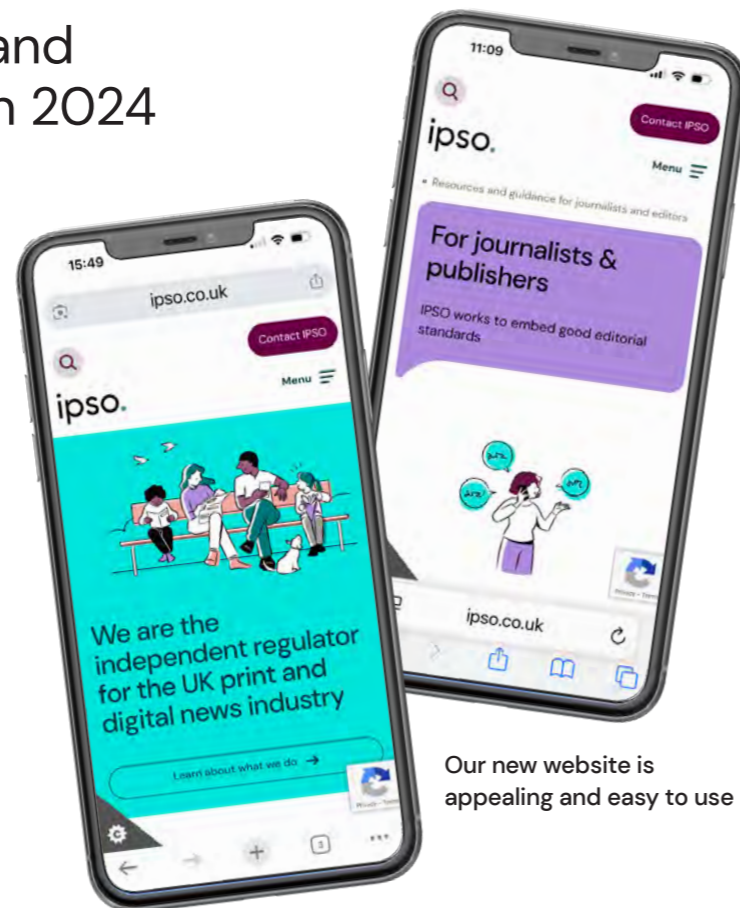


A fresh new look

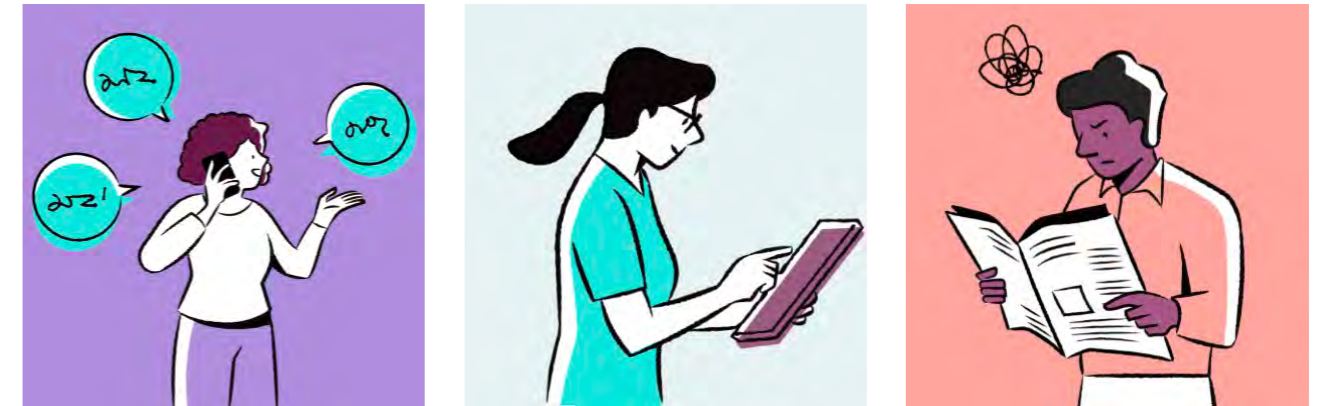
IPSO refreshed its brand and launched a new website in 2024

We want to be there for people when they need us – whether they are concerned about a piece of journalism, the behaviour of a reporter, or they are a journalist wanting advice and guidance on how they approach a story.

The website is fundamental to IPSO's work: it is the main route for complainants who are concerned about journalistic practice; provides access to the thousands of rulings that IPSO has considered since it was established ten years ago; it offers support for both journalists and members of the public with advice and guidance on editorial issues and journalism practice; and it provides information about IPSO's arbitration scheme; standards monitoring; harassment



Our new website is appealing and easy to use



We commissioned Yo Hosoyamada to create distinctive illustrations for the website

helplines and privacy notice service.

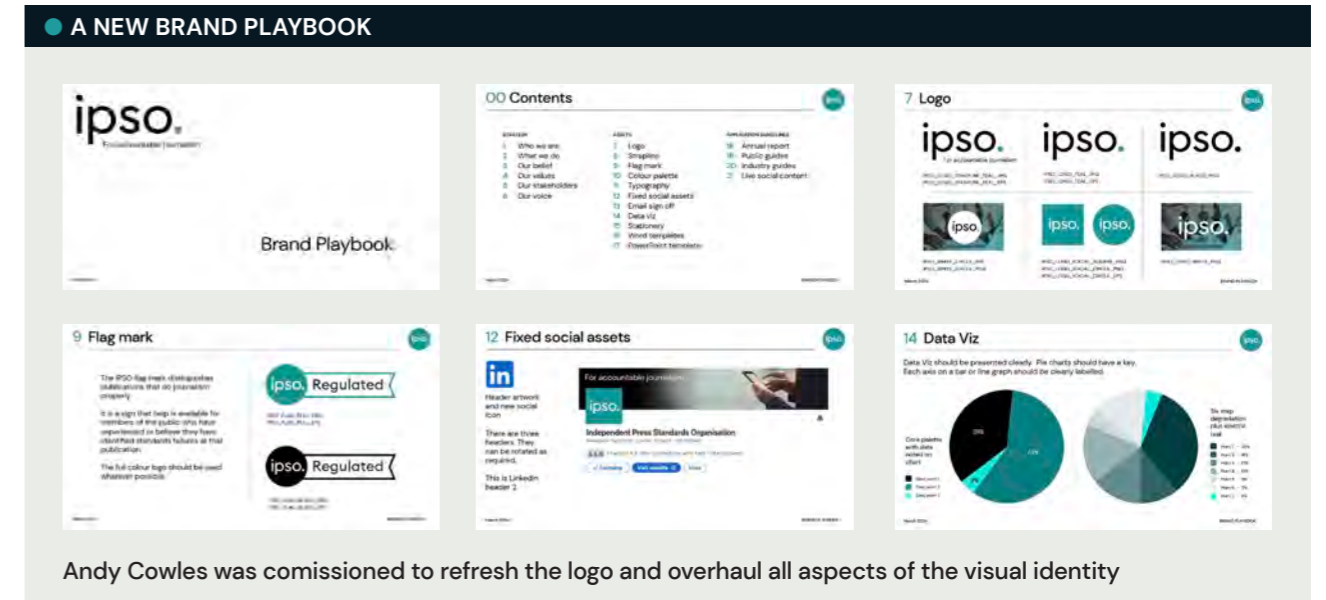
Christian Shannon, Senior UX Designer at Reason Digital which designed the new website, said: "We started by conducting thorough user research to understand what our audiences needed. Our goal was to make sure the final website was both appealing and easy to use, enhancing the overall user experience and efficiency."

The website features a new complaints form designed to support the user's needs. Tonia Milton, Head of Systems, explained: "The new IPSO complaints form has been designed and developed to ensure that complainants are able to file their complaints quickly and easily, which is especially important when they might be in a heightened state of emotions."

Distinctive illustrations, created by Yo Hosoyamada, have added a new dimension to the

look of the site. She said: "I wanted to express the different areas of IPSO's work through illustrations that felt warm and accessible. Using textured linework and bold colour placements, the illustrations aim to create a set of visuals that feel friendly and welcoming with their quirkiness and tactile warmth."

The brand refresh makes clear that IPSO is accessible to people no matter how they are trying to engage. Andy Cowles, who delivered the branding project, said: "I was delighted to work with the team at IPSO on refreshing the IPSO brand identity. The new font is modern, friendly, and easier to read. The lively colour palette makes the IPSO brand feel dynamic and works well across print and digital. The updated logo now looks good in small sizes, and on mobile. Overall, the new identity conveys the expertise and authority of a regulator that really knows its industry."



Andy Cowles was commissioned to refresh the logo and overhaul all aspects of the visual identity

Standards and regulation

Engagement has been central to our efforts to understand challenges faced by journalists

The extent to which big tech platforms control who gets to see the original journalism being produced in regional newsrooms was flagged as a priority issue when we toured regional newsrooms in 2024.

The team first visited the northwest of England, and later in the year, Wales and then Scotland. "It was fantastic to hear about the ambition and innovation of journalists and editors," said Charlotte Dewar, Chief Executive of IPSO. "But it was also a sobering reminder of the challenges facing regional publishers – from commercial constraints to the difficulties they face trying to engage with public authorities in their communities. There is nothing better than

a personal conversation to bring home what's at stake and why we need to think creatively about our role and what we can contribute to the broader cause of promoting high editorial standards and good journalism."

In Manchester, the team met the editors of Blog Preston, Manchester Evening News and Liverpool Echo, and gave seminars for students at News Associates and Manchester Metropolitan University. In Newport, the editor of the South Wales Argus, Gavin Thompson spoke about the challenges of pursuing engagement and fostering a closer connection with readers, while still serving a high volume of stories to a mass audience. And there was broad



● IPSO TOURS REGIONAL NEWSROOMS

On IPSO's visit to Dundee in November, Graham Huband, Managing Editor, DC Thomson, said: "Journalists spend their working lives scrutinising the actions of others. IPSO's role is to scrutinise the work of journalists and ensure the stories they produce are accurate and can be trusted by readers. In a

world where so much misinformation exists, high quality journalism is not just desirable it is essential."



More than 220 DC Thomson journalists from Aberdeen, Glasgow and Dundee joined a workshop on the Editors' Code of Practice

● IPSO GIVES EVIDENCE TO PARLIAMENT



Head of Complaints and Pre-publication Services, Alice Gould, appeared before the Women and Equalities Select Committee at the House of Commons in May to give evidence to its inquiry into the rights of older people. The committee could not publish a full report due to the dissolution of Parliament when the General Election was announced, so the MPs wrote to the Minister for Women and Equalities to present some of their findings. The letter called for the establishment of a commissioner for older people's rights in England and other reforms.

Reach welcomes IPSO team visiting northwest: Left to right: Liverpool Echo editor Maria Breslin, Alice Gould, Manchester Evening News Editor Sarah Lester, Charlotte Dewar, Lord Faulks, and John Davidson

agreement that regulation helps to demonstrate their commitment to high standards and accountability.

Reflecting on our visit, Richard Gurner, founder and editor of the Caerphilly Observer, wrote in an editorial: "What really impressed me is the development of training the body now offers reporters and editors to interpret the Code. There is also a wealth of information available to readers to help improve media literacy and foster trust – especially important in an age of misinformation."

In 2024, IPSO trained 339 journalists at regulated publishers, including: Bauer Media, Nub News, Baylis Media, DC Thomson, and The National. 527 students were trained. We also presented to other stakeholders including the Metropolitan Police's Counter-terror Communications Network, Next Gen Media Lawyers, and Suicide&Co's Sector Summit.



“There is nothing better than a personal conversation to bring home what’s at stake” – Charlotte Dewar at Suicide&Co’s Sector Summit

In July, IPSO published updated guidance for journalists on reporting on major incidents. When a major incident happens, journalists bear witness to harrowing events and speak to the people affected. Many journalists will never have witnessed major incidents before. IPSO defines a major incident as an event or situation which threatens widespread damage to human welfare or to the security of the country.

A major incident can cause widespread grief, shock and trauma. They are events that have the potential to directly affect a wider community. In developing the guidance, the standards and regulation team met survivors of terror attacks through the Metropolitan Police Counter-terrorism Advisory Network. The discussion focused on participants’ experiences and support that IPSO can offer people caught up in major incidents.

“The major incidents guidance was developed after careful analysis and consultation with relevant stakeholders, drawing on their experiences of being caught up in and reporting on such incidents. We were grateful for their help and advice,” said Rosemary Douce, Head of Standards and Regulation at IPSO. “While not

being prescriptive, this guidance offers advice on how journalists can get it right when dealing with these sensitive stories.”

“We also updated our advice for anyone caught up in a major incident – or their family, or professionals working to support them. It aims to equip people with knowledge and tools to help them cope with this kind of situation, explaining what the press can and cannot report, as well as tips for managing press interest and advice on how to seek help from IPSO if they need it.”

In January, we released updated guidance on due prominence and the key considerations in relation to digital journalism. (It builds on guidance published in 2022 on due prominence for corrections in printed media.)

The guidance explains how IPSO makes decisions on the prominence with which editors must publish remedies for digital articles or social media posts which fall under a publication’s editorial control. Corrections might appear as a social media post; in a separate clarification and correction page; on a publication’s own webpage as a standalone correction if there is no separate clarifications page, which may be linked on the

● GUIDANCE FOR JOURNALISTS

Ten years of ongoing support

“We publish and update guidance for editors and journalists, develop information for the public to support people and raise awareness of journalists’ rights and responsibilities. And we work with experts to address challenging areas and improve editorial standards and support members of the public.”
Rosemary Douce, Head of Standards and Regulation



Title	Published	Updated
Sex and gender identity guidance <i>First published as Guidance on researching and reporting stories involving transgender individuals</i>	Oct 2016	July 2023
Reporting deaths and inquests	Nov 2017	Jan 2023
Social media	Jul 2017	Apr 2022
Due prominence in printed media	Nov 2017	Dec 2022
Reporting sexual offences	Oct 2018	Jul 2023
Reporting on suicide	Dec 2018	Nov 2023
Reporting major incidents	Jun 2019	Jul 2024
Reporting on Muslims and Islam	Nov 2020	
Court reporting	Apr 2022	
Prominence in digital media	Jan 2024	
Guidance for reporting of children	Jun 2025	

● INFORMATION FOR THE PUBLIC

Court reporting	Jan 2018	
Reporting of deaths and inquests	Jan 2018	
How journalists use social media	Jan 2018	
Help with press harassment	Jan 2018	
Support for survivors of sexual offences	Oct 2018	Jun 2023
Reporting on children	Jan 2019	Jun 2025
Dealing with the press if you’re involved in a major incident	Jun 2019	Jul 2024
Domestic abuse	Jul 2022	
Reporting suicide	Nov 2023	

homepage or on the homepage itself; or on the original article, either underneath the headline or as a footnote.

The Chief Executive of IPSO, Charlotte Dewar said: “The concept of ‘due prominence’ is more complicated to apply to digital journalism than traditional print publication. But one thing has not changed: correcting significantly inaccurate, misleading or distorted information with due prominence is the right thing to do for readers

and signifies a publication’s commitment to high editorial standards.”

While deciding where the correction has to appear in an online article, IPSO’s Complaints Committee may consider its placement based on the seriousness of the breach of the Code, the prominence of the breach within the article, the public interest in remedying the breach, its consequences and any actions taken by the publisher to address the breach of the Code.

The Board

The Board is responsible for the strategic direction and governance of IPSO. Board members advise, challenge and support. They monitor performance. They are responsible for appointing the Complaints Committee, but they do not make decisions on complaints



Lord Edward Faulks
Chairman of the Board

Lord Faulks KC is a barrister and non-affiliated peer. He has been Chairman of IPSO since January 2020. He was appointed to the House of Lords in 2010 and served as Justice Minister from 2013 to 2016. He was Chairman of the Independent Review of Administrative Law.



Sarah Lee
Deputy Chair

Sarah is a solicitor and was a partner at Slaughter and May where she was Head of the Disputes and Investigations Group. She is a non-executive director of the Financial Ombudsman Service and Rare Recruitment, and the Chair of the Cripplegate Foundation.



Karen Barnes

Karen Barnes was editorial director of delicious. magazine. She worked for Hearst UK as Head of the Good Housekeeping Institute and Associate Editor for Good Housekeeping magazine. She has a newsletter on Substack called KB's Joyous Things, and curates writers for the online food platform Scribeyond.



Matt Brown

Matt Brown is Director of Communications and Corporate Affairs at TfL. He previously worked for the Mayor of London's press office, Barnardo's and the think tank openDemocracy. In 2020, he won PRCA's Mark Mellor Award for Outstanding Contribution to PR.



Shrenik Davda

Shrenik is commissioner and Board member of the Charity Commission for England and Wales. He has 40 years of emerging markets banking experience for institutions such as JPMorgan and Deutsche Bank and is Vice-Chair of the Supervisory Board of Nova Ljubljanska Banka, operating in south-eastern Europe.



Charles Garside

Charles Garside is a supporter of the Journalists' Charity and a trustee of St Bride's Charity. He was Editor in Chief at The European and news edited both the London Evening News and the Evening Standard. He held roles at The Sun, Times, Daily Mirror, and Sunday Express; and was Assistant Editor of the Daily Mail.



Eddie Gray OBE

Eddie Gray was President of GSK's European Pharmaceutical Business and CEO of Dynavax Technologies, a California biotechnology company. He was a Board member of Opportunity Now and a member of the Women's Business Council. He led the Covid-19 Antivirals Taskforce and received an OBE for services to public health.



Michaela McAleer

Michaela is Director of Compliance and Complaints at the Gambling Regulatory Authority, Ireland. She was formerly Chief Executive of the Pharmaceutical Society NI, Acting Deputy Commissioner for Local Government Standards, and Acting Deputy Ombudsman at the NI Public Services Ombudsman.



Brendan McGinty

Brendan is Scotland representative for the Competition and Markets Authority. He was Editor of the Sunday Mail newspaper and ran his own Glasgow-based consultancy, Finnieston Communications. His 25-year career in journalism also included roles at the Dundee Courier, Edinburgh Evening News and Sunday Mirror.



Kavita Reddi

Kavita is Deputy Chair of the University of London Board. She is the co-founder of Voxta, a GenAI startup helping organisations to engage customers. Before Voxta, Kavita was a BBC journalist and Bafta award-winning filmmaker at Newsnight. She is a trustee of the digital publication 'The Conversation'.



John Witherow

John Witherow is the chairman of Times Media. He has had a long career as an editor and correspondent. Until he stepped down in 2022, John was the longest serving national newspaper editor in Britain at The Times (from 2013) and The Sunday Times (from 1995).

DEPARTING MEMBERS

Ian MacGregor

Ian is Emeritus Editor of the Telegraph and chair at Society of Editors. Among roles at the Telegraph group, he was editor of the Sunday Telegraph for ten years. He edited Scottish Daily Mail and Metro at its launch. He was deputy editor at the Evening Standard and worked at the Mail, Express, SWNS and PA.

Martin Trepte

Martin Trepte was editor of the Maidenhead Advertiser and Windsor and Slough Express newspapers and has worked as a local newspaper journalist for more than 30 years. He is also involved with several grassroots charities. In 2019 he was awarded the British Empire Medal for services to the newspaper industry and charity.

Complaints Committee

IPSO’s Complaints Committee rules on potential breaches of the Editors’ Code of Practice. It decides what action a publication must take if it has breached the Code



Lord Edward Faulks
Chairman of the Complaints Committee

As Chair of IPSO since January 2020, Lord Faulks KC also chairs the Complaints Committee. He is a barrister and a former government minister. He sits as a non-affiliated peer in the House of Lords. He was Chairman of the Independent Review of Administrative Law.



Allan Rennie
Deputy Chair of the Committee

Allan is Honorary Professor of Communications, Media and Culture at the University of Stirling and a non-executive director of NHS Forth Valley. He edited the Clydebank Post, Daily Record, Sunday Mail, served as Editorial Development Director of Trinity Mirror Nationals and was Managing Director of Media Scotland.



Bulbul Basu

Bulbul Basu is a qualified accountant and has over 20 years’ experience working within the financial services industry in London. She has worked in many different roles in different institutions and has an expert understanding of controls, corporate governance, and regulatory affairs within financial services.



Sarah Baxter

Sarah Baxter is a past Deputy Editor of The Sunday Times, Editor of The Sunday Times Magazine, Washington correspondent at The Sunday Times, and Political Editor of the New Statesman, among other roles. She is Director of the Marie Colvin Center for International Reporting at Stony Brook University, which is part of the State University of New York.



Manuela Grayson

Manuela Grayson is a solicitor and a Legally Qualified Chair for professional regulatory tribunals including the General Pharmaceutical Council and the Tax Disciplinary Board, and an Adjudication Chair of fitness to practise committees for Social Work England. She was a senior broadcast journalist at the BBC and an editorial adviser to the BBC Trust.



Sarah Havlin

Sarah is a lawyer, regulator and arbitrator. She is expert in regulation and complex investigations. She chairs the Industrial Court of Northern Ireland and is the Scottish Pubs Code Adjudicator. She has worked in commercial legal practice and was commissioned in independent leadership, policy and judicial roles in Northern Ireland.



Lord Carwyn Jones

Lord Jones was First Minister of Wales for nine years until 2018. He was previously Counsel General for Wales and held ministerial responsibilities for rural affairs, open government and environment, planning and the countryside. He is a professor of law at Aberystwyth University. He became a peer in 2025.



Alastair Machray MBE

Alastair is former Editor of The Liverpool Echo and Editor-in-Chief of Trinity Mirror Merseyside, Cheshire and North Wales. He spent 25 years as a daily newspaper editor. He worked in national and regional newsrooms. In 2020, he was awarded an MBE for services to local journalism. He lives on The Wirral and runs a media consulting business.



Asmita Naik

Asmita Naik is an independent consultant on international development and human rights following a career at the UN. She is a magistrate and adjudicates for professional regulatory bodies. She co-authored a 2002 landmark report on sexual exploitation by aid workers and has been involved in measures to strengthen oversight of the sector.



Ted Young

Ted Young is Editorial Director at Cover Media. He was editor of Metro. His career in journalism began at the Harrow Observer. He has worked at the Northern Echo, Today, The Sun, Daily Mail, Daily Express, London Lite, Mail Online, New York Daily News and Harrow Observer. He served for five years on the Editors’ Code of Practice Committee.

DEPARTING MEMBERS

Andy Brennan QPM

Andy was a deputy director in the National Crime Agency and prior to this, a senior police officer in the West Yorkshire Police where he held positions as the Head of the Homicide and Major Enquiry Teams and Head of Professional Standards and Counter Corruption Unit. He was awarded the Queen’s Police Medal for services to policing and the public in 2012.

David Hutton

David was Deputy Chair of the Committee until he stepped down in 2024 at the end of his term. He worked for 22 years as a deputy head and head of secondary schools. He chaired the governing body of a special school and represented headteachers on Suffolk Schools’ Forum. He is a qualified Ofsted Inspector.

Helyn Mensah

Helyn is a barrister at 33 Bedford Row. She has broad experience in IP matters and advised well-known domestic and international clients. Helyn sits as a panel member for HS2 and East West Railway discretionary purchase schemes. She was on the Strategic Governance Panel to the English non-household water retail market.

Mark Payton

Mark is a journalist with over 30 years’ publishing experience. He was Haymarket Consumer Media’s Editorial Director for 12 years and is a consultant for the Trust Project (a global consortium of 250-plus newsrooms working towards greater transparency). He teaches ethics in marketing and communications at St Mary’s University.



Barry McIlheney

1960 – 2025

We were so sad to learn of the death of our former Board member Barry McIlheney. He was 65. He died unexpectedly but peacefully at his home in Spain. He was a lovely man and had an incredibly colourful life. He served on the IPSO Board from 2020 to 2024.

His irreverent style was commercially successful, doubling the readership of Smash Hits in his first job as editor. He went on to be launch editor of Empire magazine.

Barry ran Emap Metro publishing group from 1995, and from 2000 to 2007 Emap Elan when the companies merged so that his stable included Elle, FHM, Mojo, Q, Red, the Face, and Zoo. In 2010, he became CEO of the PPA, the trade body for the magazines industry.

Barry married Lola Borg in 1991 after they met while working at Smash Hits. They have a son, Francis, and daughter, Mary.

PHOTO BY ANDY COWLES

Finance

IPSO's financial records for the year 2024

STATEMENT OF INCOME AND RETAINED EARNINGS	2024	2023
	£	£
Turnover	2,982,520	2,867,808
Administrative expenses	(2,930,042)	(2,867,808)
Profit on ordinary activities before interest and taxation	52,478	-
Interest receivable and similar income	7,508	4,999
Profit on ordinary activities before taxation	59,986	4,999
Taxation (charge)/credit on profit on ordinary activities	(16,570)	(24,038)
Total comprehensive income	43,416	(19,039)
Retained earnings		
Total retained earnings brought forward	394,509	413,548
Total comprehensive income	43,416	(19,039)
Total retained earnings brought forward	437,925	394,509

STATEMENT OF FINANCIAL POSITION	2024	2023
	£	£
Fixed assets		
Intangible assets	11,040	32,400
Property, plant and equipment	11,418	16,846
	22,458	49,246
Current assets		
Debtors	172,082	148,559
Cash at bank and in hand	505,914	396,559
	677,996	545,118
Creditors		
Amounts falling due within one year	(181,065)	(143,327)
Net current assets	496,931	401,791
Total assets less current liabilities	519,389	451,037
Creditors		
Provisions for liabilities	(81,464)	(56,528)
Net assets	437,925	394,509
Capital and reserves		
Retained earnings	437,925	394,509
Reserves	437,925	394,509

Company no. 02538908

Publisher performance

PUBLISHER	BREACH								RESOLVED			NO BREACH	NOT PURSUED
	Sanction: action as offered by publication (full)	Sanction: action as offered by publication (partial)	Sanction: publication of correction (full)	Sanction: publication of correction (partial)	Sanction: publication of adjudication (full)	Sanction: publication of adjudication (partial)	No Sanction: (full)	No Sanction: (partial)	Satisfactory remedy	IPSO mediation	Directly with publisher	After investigation	During IPSO investigation
1919 Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
A													
ACT Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
All Island Media Group	0	0	0	0	0	0	0	0	0	0	1	1	0
Anglia Ventures Limited	0	0	0	0	0	0	0	0	0	0	0	0	0
Argyll Media	0	0	0	0	0	0	0	0	0	0	0	0	0
Associated Newspapers Ltd	1	1	1	1	0	0	0	0	0	16	25	14	9
B													
Barnsley Chronicle Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Barrnon Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Bauer Consumer Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Baylis Community Media C.I.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Birkenhead News	0	0	0	0	0	0	0	0	0	0	0	0	0
Blog Preston	0	0	0	0	0	0	0	0	0	0	0	0	0
British Film Institute	0	0	0	0	0	0	0	0	0	0	0	0	0
Brunel University	0	0	0	0	0	0	0	0	0	0	0	0	0
C													
Caerphilly Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Carmarthenshire Herald Limited	0	0	0	0	0	0	0	0	0	0	0	0	0
Carn Bren Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Cedar Communications Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Church of Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0
CILEx Journal	0	0	0	0	0	0	0	0	0	0	0	0	0
Citizen News & Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Matters Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Conde Nast Publications Ltd	0	0	0	0	0	0	0	0	0	0	1	0	0
Creative Boom Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
D													
DC Thomson Group	0	0	1	0	0	0	0	0	0	1	3	1	0
DnG Media	0	0	0	0	0	0	0	0	0	0	0	0	0
E													
Earl of Stair	0	0	0	0	0	0	0	0	0	0	0	0	0
Evangelicals Now	0	0	0	0	0	0	0	0	0	0	0	0	0
Eye to Eye Media	0	0	0	0	0	0	0	0	0	0	0	0	0
F													
Faversham House Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Future PLC	0	0	0	0	0	0	0	0	0	0	0	0	0
G													
Gi Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0

Publisher performance

PUBLISHER	BREACH								RESOLVED			NO BREACH	NOT PURSUED
	Sanction: action as offered by publication (full)	Sanction: action as offered by publication (partial)	Sanction: publication of correction (full)	Sanction: publication of correction (partial)	Sanction: publication of adjudication (full)	Sanction: publication of adjudication (partial)	No Sanction: (full)	No Sanction: (partial)	Satisfactory remedy	IPSO mediation	Directly with publisher	After investigation	During IPSO investigation
Glamorgan Star Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Guernsey Press Company	0	1	0	0	0	0	0	0	0	0	0	0	0
H													
H. Bauer Publishing	0	0	0	0	0	0	0	0	0	0	1	0	0
Haymarket Media Group	0	0	0	0	0	0	0	0	0	0	0	0	0
Heads (Congleton) Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Hello Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Highland News & Media Limited	0	0	0	0	0	0	0	0	0	0	0	1	0
Holderness Newspapers Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
holdthefrontpage.co.uk	0	0	0	0	0	0	0	0	0	0	0	0	0
Housebuilder Media	0	0	0	0	0	0	0	0	0	0	0	0	0
HouseFresh	0	0	0	0	0	0	0	0	0	0	0	0	0
Hurst Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
I													
Iliffe Media Group Ltd	0	0	0	0	0	0	0	0	0	0	1	3	0
Immediate Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Independent News UK	0	0	0	0	0	0	0	0	0	0	0	0	0
L													
Landor LINKS Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Lit	0	0	0	0	0	0	0	0	0	0	0	0	0
London Fields Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
M													
MEDIAHUIS UK	0	0	1	0	0	0	0	0	0	0	0	1	0
Miles-Bramwell Executive Services Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
My Wokingham Media Group	0	0	0	0	0	0	0	0	0	0	0	0	0
N													
National World Publishing Ltd	1	0	0	1	0	0	0	0	0	1	6	1	0
NationCymru Cyf	0	0	0	0	0	0	0	0	0	0	0	1	1
New Statesman Media Group	0	0	0	0	0	0	0	0	0	0	0	0	0
News UK	0	3	1	1	1	0	0	0	0	4	23	12	1
Newsquest Media Group	0	1	1	1	0	0	0	0	0	0	12	17	1
Nub News Ltd	0	0	0	0	0	0	0	0	0	0	1	0	0
O													
Oldham Chronicle Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Orkney Media Group Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
P													
PA Media	0	0	0	0	0	0	0	0	0	0	0	0	0
Paragraph Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Pinpoint Scotland Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0

Publisher performance

PUBLISHER	BREACH								RESOLVED			NO BREACH	NOT PURSUED
	Sanction: action as offered by publication (full)	Sanction: action as offered by publication (partial)	Sanction: publication of correction (full)	Sanction: publication of correction (partial)	Sanction: publication of adjudication (full)	Sanction: publication of adjudication (partial)	No Sanction: (full)	No Sanction: (partial)	Satisfactory remedy	IPSO mediation	Directly with publisher	After investigation	During IPSO investigation
Plenham Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
PSI Group Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
R													
Reach PLC	3	5	5	3	0	0	0	0	1	8	42	11	9
Recycler Publishing & Events Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Rochdale Online Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural Media	0	0	0	0	0	0	0	0	0	0	0	0	0
S													
Scram Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Soccer Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Spider CIC	0	0	0	0	0	0	0	0	0	0	0	0	0
SoPublishing	0	0	0	0	0	0	0	0	0	0	0	0	0
Sporticos Sp. z o.o.	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunday World	0	0	0	2	0	0	0	0	0	0	0	2	0
Sussex Living Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
T													
Telegraph Media Group Ltd	0	1	0	2	0	0	0	0	0	1	16	4	5
Telford Live!	0	0	0	0	0	0	0	0	0	0	0	0	0
The Colonist International Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Economy News Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Hawick Paper Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Irish News	0	0	0	0	1	0	0	0	0	0	0	0	0
The Jewish Chronicle	0	0	0	0	0	0	0	0	0	0	2	3	0
The Lady Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The National	0	0	0	0	0	0	0	0	0	0	0	0	0
The National Magazine Company Ltd / Hearst UK	0	0	0	0	0	0	0	0	0	0	0	0	0
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The Stage Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
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Trade Finance Global	0	0	0	0	0	0	0	0	0	0	0	0	0
U													
UK Defence Journal	0	0	0	0	0	0	0	0	0	0	0	0	0
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Veterinary Business Development Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
W													
West Bridgford Wire	0	0	0	0	0	0	0	0	0	0	0	0	0
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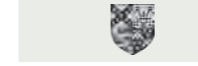
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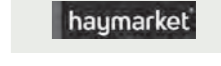


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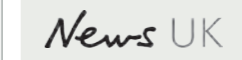
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cambustimes.co.uk
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carrickherald.com
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Central Fife Times & Advertiser
centralfifetimes.com
Chard & Ilminster News
chardandilminsternews.co.uk
Chelmsford Weekly News
chelmsfordweeklynews.co.uk
Cheshire Life
Cheshire Living
chesterstandard.co.uk
Chingford Guardian
Clacton Gazette
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Cotswold Journal
Cotswold Life
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cotswoldjournal.co.uk
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countypress.co.uk
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cravenherald.co.uk
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Black Country Bugle Sports Annual
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business-live.co.uk
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Caernarfon & Denbigh Herald (South)
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cambridge-news.co.uk
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Cheddar Valley Gazette (Mid Somerset Series)
cheshire-live.co.uk
Chester Chronicle (Country)
Chester Chronicle (Flintshire)
Chester Chronicle (Frodsham & Helsby)
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Chronicle & Infomer
chroniclelive.co.uk
City Guide (Staffordshire)
Cornish Guardian
cornwalllive.com
Coventry Telegraph
coventrytelegraph.net
Crewe Chronicle
Croydon Advertiser (Croydon Advertiser Series)
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Daily Express
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Daily Mirror Northern Ireland
Daily Post
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Daily Star
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Derby Telegraph
derbytelegraph.co.uk (Derbyshire Live)
devonlive.com
Dorking Advertiser
Dover Express
Dumfries and Galloway Standard
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express.co.uk
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Greater Manchester Business Week Magazine
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