

Annual report to IPSO: 2014-2015

Landor LINKS Ltd

Introduction: Landor LINKS

Landor LINKS is an independent knowledge networking specialist whose activities focus on the transport, urban planning and related fields. The company was founded in 1989 and is acknowledged as a sector leader.

Our activities include running events, publishing B2B magazines and online information services.

Our audience is a professional one, spanning policy-makers and practitioners in central, regional and local government, the private sector, academia and various institutions and other bodies.

A list of the publisher's titles/products:

The core Landor LINKS publications are:

Online

- TransportXtra.com (website)
- Getbritaincycling.net (website)
- RUDI.net (website)

Print

- Local Transport Today (magazine)
- Parking Review (magazine)
- Get Britain Cycling (annual journal)
- Smarter Travel (annual journal)
- Various supplements to magazines above

Responsible person:

Rod Fletcher, Managing Director, Landor LINKS

Correspondence contact:

Irina Cocks, Company Secretary, Landor LINKS

Landor L|I|N|K|S Limited

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Landor L|I|N|K|S Limited

Learning **I**nformation, **N**etworking and **K**nowledge **S**haring

Company Registered in England No. 02346104

Our editorial standards

Landor LINKS prides itself on being expert, authoritative and independent. The in-house editors are all long-term employees while the freelance correspondents, sector contributors and columnists we work with are experts in their field.

Overview of the publisher's approach to editorial standards

The Landor LINKS approach is to report on the sectors we cover in an impartial and independent manner. Our editors write news, analysis, features and diary items based on contact with primary sources, experts in the field, etc. Where press releases or other media form the starting point of a story, every effort is made to corroborate facts given or qualify claims made.

Where a journal carries a commercial supplement, this is flagged up as either a sponsored supplement or advertising feature.

Seeking editorial guidance from IPSO

There have been no occasions over the past year in which reference to IPSO has been required.

In what circumstances would it seek/has it sought guidance from IPSO?

There have been no occasions over the past year in which reference to IPSO has been required. We imagine guidance may be required where a person or organisation complaining about editorial content has not been satisfied with remedies we have suggested.

Our complaints handling process

The nature of publishing means that stories will generate requests for clarifications and corrections as well as complaints. These will be made in the form of emails, phone calls and letters sent directly to the relevant editors or to the company.

Where a complaint is made, the relevant editor is tasked with establishing the nature of the complaint. It is often the case that a conversation or personal correspondence resolves the issue. Where a complaint (or difference of opinion) is resolved in this way no formal process within the company is required.

Sometimes the complainant is content with writing a letter for publication, seeing an amendment made to the story online or, if in print, a clarification/correction printed in the next issue.

Where a complain holds the potential, however remote, to result in claim that complaint will be referred to the Managing Director as a suitable response discussed and acted upon.

Where a complaint seems likely to escalate, or is initially made using terms such as 'I have been libelled', the relevant editor will alert the company secretary who will refer the complaint to our insurer's legal advisors. Once a complaint has involved the company secretary and, by extension, our insurer, a formal record will be kept.

What information it provides to readers, and where, about its internal process for editorial complaints and IPSO's complaints process:

The company's membership of IPSO is not currently advertised online or in print. This is something that will be addressed.

Our training process

The core editors and contributors are well established in the company and their fields. Two of the editors underwent formal NCTJ approved courses in the 1980s, while the others have over the years attended occasional courses such as sub-editing, media law, online working and feature writing at London College of Communications as well as being mentored by colleagues.

Members of the team will, where relevant, attend events run by the PPA and, where they are members, the NUJ, as well as receiving updates in specific aspects of their work, such as desktop publishing systems.

Training programmes the publisher has run in the relevant period, including perhaps relevant materials:

Over the past year editorial staff have attended courses and events focused on managing social media.

Confirmation of what proportion of staff have undergone the training programme, if known:

All the editorial team members have had training during their careers.

Details of any plans for further training, if any.

Landor LINKS continually reviews the skills sets of its staff, the skills needs of the company, etc. Where a member of staff expresses a need to update their understanding or skills, we work with them as part of a Personal Development Plan approach to HR.

Our record on compliance

Details of any complaints against the publisher that have been ruled on by IPSO's Complaints Committee over the period:

There have been none.

Details of the steps taken to respond to any adverse adjudications by IPSO over the period:

There have been none.

Details of any other incidents in relation to which the publisher accepted that it had breached the Editors' Code, or which otherwise raised significant concerns about compliance with the Editors' Code over the period, and details of the steps taken to remedy these concerns:

There have been none.

Appendix

The company does not produce a formal internal manual. The editors have their own reference documents and shared knowledge.

We will be looking at whether a more formal approach is appropriate, with particular reference to the online and social media spheres.

Rod Fletcher
Managing director
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