

ASSOCIATED NEWSPAPERS

**Annual statement to the Independent
Press Standards Organisation 2016**

1. Factual information

1.1 Overview

A division of Daily Mail and General Trust, Associated Newspapers is one of the largest publishers of national newspapers and news websites in the UK. The company pioneered popular journalism in Britain with the launch of the Daily Mail in 1896, the country's first mass-circulation newspaper. More recently its continuing commitment to delivering quality journalism in an accessible way to a broad audience has been marked by the launches of The Mail on Sunday (1982), Metro (1999) and MailOnline (2003). The company also publishes the Irish Daily Mail, Irish Mail on Sunday and evoke.ie website in the Irish Republic, and the Elite Daily news website in the USA. MailOnline is now a global news website with independent editorial operations in the USA and Australia.

1.2 List of Titles

The Associated Newspapers titles regulated by IPSO are:

- Daily Mail (*Circulation area England, Wales and Northern Ireland. **Average circulation including Scotland and Ireland 2016: 1.54 million***)
- The Mail on Sunday (*Circulation area England, Wales and Northern Ireland. **Average circulation including Scotland and Ireland 2016: 1.35million***)
- Scottish Daily Mail (*Circulation area Scotland. **Average circulation 2016: 84,232***)
- The Scottish Mail on Sunday (*Circulation area Scotland. **Average circulation 2016: 71,032***)
- Metro (*Distribution in major cities and suburban areas in England, Scotland and Wales. **Average circulation 2016: 1.38 million***)
- MailOnline (all content relating to news events in the UK) (*Global audience. **Global monthly unique visitors 2016: 230 million***)
- Metro.co.uk (all content relating to news events in the UK) (*Global audience. **Global monthly unique visitors 2016: 27.2 million***)

It is also worth noting that during 2015 the total number of stories published across all our titles was more than 530,000. Against that the number of complaints resolved under IPSO rules during the period, across all titles, was 309.

1.3 Responsible person

Associated Newspapers' responsible person is Peter Wright, Editor Emeritus.

2 Editorial standards

2.1 Overview.

Associated Newspapers has always been committed to upholding the editorial standards enshrined in the Editors' Code of Practice. The Editor-in-Chief is chair of the Editors' Code of Practice Committee (in December 2016 he announced his intention to stand down); the CEO is chair of the Regulatory Funding Company; and the Editor Emeritus is a member of the IPSO Complaints Committee.

Compliance with Editors' Code, Data Protection Act 1998 and Bribery Act 2010 is a requirement written in to all journalists' contracts.

Whenever there are changes to the legal and regulatory framework within which our journalists work we ensure they are informed and, where necessary, undergo training to guarantee they understand and comply with new requirements.

The most significant change in regulatory requirements in 2016 was the publication by the Editors' Code Committee of a revised Editors' Code, which came into effect on January 1st.

All journalists were sent a copy of the revised Code and the Editor Emeritus delivered a series of seminars entitled *The Editors' Code: How it's changed... and how IPSO interprets it*. All journalists were required to attend (see section 4.1).

All our newspapers carry regular corrections and clarifications columns, normally on page two. Our websites carry regular corrections and clarifications panels on their news page.

We employ a Readers' Editor, a qualified lawyer who is not a member of our editorial staff, to assess and, where possible, resolve complaints to our newspapers.

We operate an automated complaints management system to ensure all complainants have access to the Editors' Code and assistance in making a complaint, and complaints are logged, acknowledged and outcomes recorded.

We publish our Complaints Procedure (See Appendix 1).

All Associated titles employ managing editors with responsibility for ensuring compliance with the Editors' Code and resolving any alleged breaches. During this period there were two for the Daily Mail and Metro, one for The Mail on Sunday, four (two of them part-time) for MailOnline and Metro.co.uk.

All journalists are required to seek advice from managing editors and/or the editorial legal department in respect of any journalistic inquiries or proposed stories which may raise issues under the Editors' Code or the law.

During the period covered by this statement the editorial legal department employed six full-time lawyers and one part-time. An in-house lawyer is present until the daily newspapers go to press, and they remain on call 24/7 for the newspapers and for Mail Online. Additional cover is provided by rota lawyers during the evening for the Daily Mail and Metro, and two rota lawyers for The Mail on Sunday on a Saturday. All the editorial content of the newspapers is read before publication by either an in-house lawyer or a rota lawyer.

Two in-house lawyers are embedded with MailOnline and Metro.co.uk and work shifts to provide cover between 8am and 10pm. At the weekend, rota lawyers provide cover between 9.00 am until 9.00 pm. Editors select content for legal advice pre-publication, there is constant dialogue between editors, journalists and lawyers, and lawyers monitor content as it is published. A rota provides legal assistance overnight.

2.1 Guidance from IPSO.

All desist notices received from IPSO are circulated to all relevant journalists, and placed on the legal warnings database. On receipt of desist notices managing editors will occasionally speak to IPSO's Director of Operations, either to seek clarification, or to check whether the notice relates to any activities of Associated journalists.

More rarely, from time to time managing editors speak to IPSO's Executive for guidance on Code issues. Practice varies a little from title to title, according to the nature of the material they publish. The Daily Mail would generally only seek guidance on the application of the Code, or helpful precedents, without reference to a specific story. The Mail on Sunday may give some detail of a particular story or picture. MailOnline and Metro do not normally seek pre-publication advice from IPSO

Similarly the IPSO Executive will occasionally contact a managing editor regarding a story they believe one of our titles might be about to publish, and draw his/her attention to potential Code issues.

In either case IPSO's Executive invariably make clear that any advice they give is only for guidance and not for official clearance. They always point out that the IPSO complaints committee would ultimately rule on any complaint and they may well take a different view to that offered by the executive. The decision to publish rests with the Editor alone.

2.2 Verification of stories.

We are very aware that across the industry a large proportion of all complaints are about accuracy, and our titles are no exception. Associated Newspapers has a formal step-by-step Verification Policy which has been distributed to all journalists by managing editors. This was reinforced by a Pocket Guide to compliance with the Editors' Code, which was given to all journalists when they attended our 2016 series of seminars on the Editors' code, which began in December 2015. (Appendices 2 and 3).

3 Complaints handling

3.1 Forms in which complaints are accepted.

All our titles have very large, broad-based readerships and, unsurprisingly, we receive complaints in many different forms, about a wide variety of issues. For this reason we offer a range of avenues for complainants: *(Please note this section gives Daily Mail web and email addresses; there are parallel web and email addresses for our other titles).*

(a) IPSO. The most frequently used avenue for complaints is IPSO. Complainants go directly to IPSO and are then referred to us.

(b) Readers' Editor. Readers who prefer to make a formal complaint under the Editors' Code directly to us are encouraged to do so via an automated complaints form which is hosted on a dedicated web page www.dailymail.co.uk/readerseditor. Here they are given full information about the Editors' Code, details of our Complaints Policy, and easy-to-follow instructions on how to formulate a complaint. This route is prominently displayed on page two of our newspapers and the UK news page of our websites.

(c) Corrections. We are aware that some readers may want to take issue with a simple issue of accuracy, which may not be a significant inaccuracy under the Code, or for a variety of reasons may not wish to engage in a formal process. We therefore offer in parallel with the Readers' Editor service an informal email route though corrections@dailymail.co.uk. It is publicised in the same way. If these complaints engage the Code in any way we record them with formal complaints.

(d) Contact Us. Some readers who use the Readers' Editor service realise, on reading the Editors' Code, that the matter which concerns them is not a Code issue, but a question of taste and decency, an opinion they wish to express, or something they simply wish to make known to us. Others may decide, having looked at the IPSO process, that they would rather not make a formal complaint. We therefore offer, on the landing page of the Readers' Editor web page, a second informal route called Contact Us. As with Corrections complaints that arrive by this route do nevertheless sometimes engage the Code, in which case they are recorded as formal complaints.

(e) Email/Letter. Some complainants prefer to complain in writing directly to the editor or journalist involved. Where these complaints might engage the Code they are recorded with other formal complaints.

3.2 Handling of editorial complaints.

Due to the very different nature of newsprint and digital publishing, there are some differences between the way our print and web titles handle complaints.

(a) Newspapers. Daily Mail and Metro complaints are assessed in the first instance by our Readers' Editor, who is a qualified lawyer, not employed on any of newspaper's editorial

staffs, and who makes an independent assessment of whether the complaint raises any issue under the Code. If she finds there is no breach she writes to the complainant explaining carefully how she has reached her decision. In some cases - inaccuracies which are not significant, for instance - she will seek to resolve the complaint. If the complaint is more serious and likely to go to IPSO for a ruling, she will refer it to the relevant managing editor. If it is clear there is a Code issue she will pass it to the managing editor so it can be dealt with straight way. Mail on Sunday complaints follow a similar process, but are generally handled from the outset by the newspaper's managing editor.

(b) Websites. The much larger volume of content, and the speed with which it is published, makes websites more open to complaint than newspapers. At the same time continuous 24-hour publication means inaccuracies can be corrected immediately and permanently, sometimes within minutes of publication. Speed is of the essence, and for that reason online complaints go directly to managing editors, who try to resolve them as soon as possible. If that can't be done they will engage with the complainant and IPSO in the same way as the newspapers' managing editors.

3.3 Keeping of records.

All complaints that are entered via the complaints management system are recorded electronically. Complaints that are framed under the Code and are submitted by letter or email independently are also entered into the system, as are complaints referred by IPSO. When complaints are resolved key information is transferred to a central register which records the name of the complainant, nature of the complaint, Code clause raised, outcome, remedial action (if any), and time taken to resolve

3.4 Resolution of complaints.

The average time taken to resolve complaints remains the same as last year – 14.2 working days. This represents the time taken from our receipt of a complaint to our last substantive exchange with the complainant or, in the case of complaints which proceed to IPSO for ruling, the last substantive exchange with IPSO. It does not include time spent waiting for IPSO to rule on a complaint or issue its ruling, as this is beyond our control.

3.5 Information provided to readers.

All readers using our automated complaints service are given full details of how to make a complaint and our Complaints Procedure. The Complaints Procedure gives an outline of how IPSO handles complaints, and encourages potential claimants to visit IPSO's website for further information. (Appendix 1) The automated complaints service is publicised on page two of our newspapers and the news page of our websites (Appendix 4).

4 Training Process

4.1 Details of training programmes

In December 2015 we launched a new series of training seminars for all staff, given by the Editor Emeritus and entitled 'The Editors' Code: How it's changed – and how IPSO interprets it'.

The purpose of the seminars was to explain the changes in the Code which were introduced on January 1, 2016, and the lessons learned from IPSO's first 18 months of rulings on the Code.

38 seminars were held altogether. The content varied slightly depending on those attending, but the subjects covered are summarised in Appendix 5. Each attendee was given a copy of the revised Editors' Code and a 15-point Pocket Guide (Appendix 3).

Many of our journalists have also received initial training through our Journalism Training Scheme. This took a new intake of 62 trainees in September 2016. Full details of the current course are given in Appendix 6.

In addition to this, MailOnline and Metro.co.uk hold internal induction sessions on key topics for new members of staff.

4.2 Numbers taking part.

885 staff and freelancers attended the Editors' Code seminars. Exemptions are made for those working in areas very unlikely to generate complaints, on maternity leave, or working abroad. All other staff were expected to attend.

4.3 Plans for further training

We will hold more Editors' Code seminars in August and September 2017, both for the new intake of trainees and new staff who have recently joined our titles. Having held two major series of seminars for existing staff in the last two years, we plan not to hold another series until the Editors' Code Committee has completed its current review of the Code, probably in early 2018.

5 Compliance

5.1 Complaints ruled on by IPSO

During this period IPSO ruled on 29 complaints against Associated Newspapers titles. Seven were upheld. The rulings were:

- 04975-15 Verebes v Daily Mail. Not upheld**
- 06220-15 House v Daily Mail. Not upheld**
- 00050-16 Lisle-Mainwaring v Mail Online. Not upheld**
- 00849-16 HRH Prince Henry of Wales v Mail Online. Not upheld**
- 11939-15 HRH Prince Henry of Wales v Daily Mail. Not upheld**
- 00663-16 Milbourn v The Mail on Sunday. Not upheld**
- 00884-14 Wheeler v Daily Mail. Not upheld**
- 01446-16 Booth v Daily Mail. Not upheld**
- 00437-16 Soliman v Daily Mail. Not upheld**
- 01512-16 Dunn-Shaw v Daily Mail. Not upheld**
- 02078-16 Family of Paul Tam v Mail Online. Not upheld**
- 01450-16 Miscavige v Mail Online. Upheld**
- 03193-16 Versi v Mail Online. Upheld**
- 02680-16 Janner v Daily Mail. Not upheld**
- 02566-16 Rodger v Scottish Daily Mail. Not upheld**
- 02991-16 Craig v The Mail on Sunday. Not upheld**
- 00879-16 Coutts v Daily Mail. Upheld**
- 03528-16 Versi v Mail Online. Not upheld**
- 03361-16 The British National Party v The Mail on Sunday. Not upheld**
- 03423-16 Muslim Council of Britain v Mail Online. Not upheld**
- 04051-16 Dartington v Daily Mail. Upheld**
- 04921-16 Bailey v Mail on Sunday. Upheld**
- 02714-16 Cameron v Scottish Daily Mail. Not upheld**
- 03090-16, Graham v Daily Mail. Not upheld**
- 04455-16 HRH Princess Beatrice of York v Mail Online. Upheld**
- 04531-16 Representatives of Sophia Murray v Mail Online. Not upheld**
- 04551-16 Representatives of Sophia Murray v Daily Mail. Not upheld**

04771-16 Harris v Daily Mail. Not upheld

04646-16 Da Silva v Metro.co.uk. Upheld

IPSO mediated 20 complaints without making a determination on whether or not there had been a breach of the Code:

11491-15 Marr v Mail Online

07003-15 A Woman v Mail Online

09244-15 Hunter v The Mail on Sunday

12043-15 Ballard v Daily Mail

00201-16 A man v Mail Online

00348-16 Jones v Daily Mail

01282-16 Bonhams 1793 Ltd v Mail Online

00439-16 A man v Mail Online

00499-16 A man v Metro.co.uk

00059-16 Hillingdon Refugee Support Group v Mail Online

02944-16 House of Lords v Daily Mail

01578-16 McKenna v Mail Online

04701-16 Joseph Rowntree Charitable Trust v Daily Mail

04601-16 Turrell v Metro

07629-16 Baxendale-Walker v Mail Online

08051-16 Kavanagh v Daily Mail

04661-16 Gheorghe v Mail Online

04734-16 Dell'Olio v The Mail on Sunday

08865-16 Gayton v Mail Online

04659-16 A Man v Mail Online

5.2 Steps taken to respond to adverse adjudications

Versi v Mail Online. This involved a headline which erroneously described an honour killing as 'Islamic'. The article was amended and a footnote added, and MailOnline instructed staff to take care with the use of the term 'Islamic', which should not be used to describe cultural practices not authorised by the Koran, such as honour killings, even if they take place in societies which are predominantly Muslim.

Coutts v Daily Mail. This concerned a story which said a prisoner was suing the prison service over an incident in which he had suffered a panic attack, rather than a heart attack, which was the true situation. The reporter concerned had based his story on agency copy which was unclear on this point. He was reprimanded and told that in future, where agency copy was unclear, and he had been unable corroborate the facts through his own enquiries, he must make sure that was reflected in the story.

Dartington v Daily Mail. This story, headlined 'We are from Europe – let us in', was based in part on video footage of police removing migrants from the back of a lorry, shot by a member of the public and supplied as a story by an agency. Both the member of the public and the agency reporter were convinced one of the migrants had said 'we're from Europe'. However when the video was placed on MailOnline it was evident the migrants were saying 'we're from Iraq'. The newsdesk staff and reporters involved were instructed that in future any video that formed part of a story must be viewed by staff, rather than relying on the account of an agency reporter. This was followed by a further instruction to all staff detailing the particular care that must be taken with stories concerning migration.

HRH Princess Beatrice of York v Mail Online. This complaint concerned pictures of the Princess on a yacht off the coast of Monte Carlo. An instruction was sent to staff reminding them that pictures including images that would not have easily been visible to members of the public are likely to be in breach of the Editors' Code, and long lens photographs should always be seen by the Editor on duty and a lawyer before publication.

Bailey v Mail on Sunday. This concerned a claim, based on information from a confidential source, that the complainant had amended a letter from the then Prime Minister. A note was sent to staff reminding them it is vital that any allegation must be put to the individual concerned, with adequate time to respond before publication.

Da Silva v Metro.co.uk. This concerned a headline on a court story, which said the complainant had been caught buying dog meat. In fact the court had heard he had bought meat from a supplier who also sold pet food, and had failed to identify it properly. Staff were sent a note reminding them of the importance of ensuring that headlines are supported by the facts in the article.

Miscavige v Mail Online. This was a complaint about a story concerning events at the Church of Scientology in California, and published by our American website, DailyMail.com. As we made clear before IPSO's launch, MailOnline has always agreed to be regulated by IPSO only in respect of content concerning news events within the UK. Therefore, although we were confident there would have been no breach of the Code if the story had concerned events in the UK, we offered no defence and the complaint was upheld. IPSO is now conducting a review of its rules regarding global digital publications and overseas content.

5.3 Details of other incidents

Any complaints which arrive outside the IPSO system are normally settled without admission of liability. Although they are investigated internally, they do not go through an independent process of investigation and adjudication, so it would be unfair to both the complainants and the journalists involved to offer a view on whether or not there was a breach of the Code in individual cases. In addition some complainants choose not to use the services of IPSO because they prefer to resolve their complaint with us privately, and we must respect that.

However we can supply the following details for complaints resolved under IPSO rules during 2016. This list does not include legal complaints, or those resolved informally:

Total number of complaints resolved: 309

This figure includes:

Number of complaints adjudicated or mediated by IPSO: 49

Complaints referred by IPSO and resolved by us within the 28-day period: 92

Clauses of the Code raised (some complainants raised more than one clause, none raised clauses 7, 8, 15 or 16):

1 Accuracy	259
2 Privacy	76
3 Harassment	36
4 Intrusion into grief	27
5 Reporting of suicide	5
6 Children	12
9 Reporting of Crime	3
10 Subterfuge	5
11 Victims of sexual assault	2
12 Discrimination	29
13 Financial journalism	1
14 Confidential sources	5

Outcomes (internal determinations do not reflect an independent investigation and adjudication):

Code not engaged (internal determination)	164
Code potentially engaged (internal determination)	92
Outside remit (internal determination)	9
Upheld by IPSO	7
Not Upheld by IPSO	22
Outcome mediated by IPSO	20

Ways in which complaints were resolved (some complaints involved more than one action, an agreement to resolve a complaint does not necessarily mean there was a breach of the Code):

Online article amended	97
Online article or picture removed	34
Correction/clarification published	85
Footnote added to online article	48
Donation to charity	2
Apology published	3
Private letter of apology	7
Goodwill payment/compensation	6
Meeting with complainant	1
No remedial action required	66

Complaints rejected by IPSO without referral to Associated Newspapers: 344

Appendix 1. Complaints Procedure

Daily Mail

Complaints Procedure

We take great pride in the quality of our journalism and do our utmost to ensure the accuracy of **everything we publish**. All our journalists are required to observe the rules of the Editors' Code of Practice and we are members of the Independent Press Standards Organisation (IPSO), the new regulatory body for the press set up in response to the Leveson Inquiry.

One of IPSO's key principles is that all its members should have effective mechanisms for dealing with complaints and correcting errors as promptly as possible. If you wish to complain about a story in one of our publications, or the behaviour of one of our journalists, we will do everything we can to put matters right.

But first, please take a few moments to read the advice below:

1. Is your complaint **covered by the Editors' Code of Practice**?

The Editors' Code sets standards for accuracy, respect for privacy, cases of intrusion into grief or shock, stories involving children, discrimination and the behaviour of journalists, including photographers. [Click here](#) to check whether your complaint is covered by the Code and make a note of the clause you believe has been breached.

If you wish to draw an issue to our attention but do not wish to make a formal complaint under IPSO rules, [click here](#) to send your concerns to our Managing Editor.

2. Important points to check before you submit your complaint

Under IPSO rules complaints will normally only be accepted within four months of the date of publication of the article, or the journalistic conduct in question. Outside that period, complaints can be considered up to 12 months after the date of first publication only if the article remains on our website, and it can be investigated fairly given the passage of time.

Please note that we cannot begin considering a complaint until we have received all supporting documentation you wish to submit, including correspondence with the journalist concerned.

Normally complaints can only be considered if they are made by a person who has been **personally and directly affected by an alleged breach of the Editors' Code**. If you are making a complaint on behalf of another individual you need to enclose with your complaint an email or letter from that individual, giving you permission to act on their behalf.

If you are taking legal action against any of our publications, you need to let us know, because we may then be unable to consider your complaint under IPSO rules.

Complaints from representative groups affected by an alleged breach of the Code can only be considered where the alleged breach is significant and where there is a substantial public interest in it being considered.

Third party complaints can only be considered where they seek to correct a significant inaccuracy of published information, in which case the position of the party most closely involved will be taken into account.

Complaints may be rejected if there is no apparent breach of the Editors' Code, or if they are without justification (such as an attempt to argue a point of opinion or to lobby), vexatious, or disproportionate.

Complaints about headlines will normally only be considered in the context of the article as a whole to which they relate.

3. What happens next?

As soon as we have checked that we have all the relevant information to consider your complaint **it will be acknowledged and considered by our Readers' Editor.**

The Readers' Editor, who is a qualified lawyer and not a member of any of our publications' editorial staff, will come to an independent decision on how to take your complaint forward.

If the Readers' Editor cannot establish that there has been a potential breach of the Editors' Code, they will inform you of their decision.

If we receive a number of complaints about **the same issue the Readers' Editor may identify one complainant as the lead complainant, with whom we will attempt to resolve the case.** If a resolution is agreed we will inform other complainants of the outcome.

If the Readers' Editor believes there has been a potential breach of the Code they will pass your complaint to the Managing Editor, who may offer you remedial action.

In cases of inaccuracy you may be offered a clarification or correction. If this is the case the Managing Editor will offer you a wording, which will usually be published in the Clarifications and Corrections column which appears on Page Two of the newspaper concerned, or in the case of our websites online.

Unless it involves a straightforward factual error, a clarification or correction will normally not be published until you have told the Managing Editor you are happy with the wording. Once you are satisfied and the clarification or correction has been published the complaint is closed. It may also be closed if you do not respond to our offer.

In cases where a clarification or correction is not an appropriate remedy, such as **invasion of privacy, intrusion into grief, or behaviour by a journalist which is in breach of the Editors' Code,** the Managing Editor may offer you an apology. This may be in the form of a published statement or a private letter. If a statement is to be published you may be asked to approve the wording. If your case has been referred to us by IPSO both parties must inform IPSO of the outcome.

4. What happens if I am not happy with the remedy offered to me?

Under IPSO rules we must attempt to resolve all complaints before they are considered by IPSO. If after 28 days your complaint has not been resolved you are then free to take it to IPSO. Visit the IPSO website to find out how to do that: www.ipso.co.uk

If IPSO's Complaints Committee finds that your complaint has disclosed a potential breach of the Editors' Code it will try to mediate an agreed resolution.

If the Complaints Committee cannot resolve your complaint by mediation it will determine

whether or not there has been a breach of the Editors' Code. This may result in an adjudication with a requirement for us to take remedial action, which may consist of publication of a correction and/or the adjudication itself.

The nature, extent and placement of such an adjudication and/or correction will be determined by the Complaints Committee. Remedial action will not normally include an apology unless that has been agreed by you and the publication.

Please note IPSO has no authority to award financial compensation.

Appendix 2 - Verification of stories



Verification of stories

Accuracy is at the heart of everything we do as journalists. The following is a list of the various steps that should be taken to verify a story is accurate. It is not an exhaustive list - there may be occasions when a story can be verified by means not covered here, but if so great care should be taken, and the steps taken to secure verification should be made clear to the legal department and to your Editor or Acting Editor before publication.

Journalists must also be aware that a story may be accurate, but still in breach of the Editors' Code, or the laws of libel or contempt. You also need to take into account the Data Protection Act, the Bribery Act and Regulation of Investigatory Powers Act.

1. **Is your story supported by an on-the-record quote or bone fide document?** If the quote or document is reported accurately and in context, describes the activities of the person or organisation who produced it, and is attributed to them, there should be no need for further verification.
2. **Does the quote or document you are relying upon describe the activities of another person or organisation?** Then its accuracy needs to be checked and the person or organisation given an opportunity to comment. You need to be sure that the questions you want to put have been received by the individual or organisation concerned, and quote their response fairly.
3. **What if the person or organisation refuses to comment?** If you are sure they have received your request for comment, you must make it clear the material you intend to publish is a claim or allegation and attribute it to its source. You must also accurately report the refusal to comment, which may in itself contain an element of comment.

4. **What if it is not possible to contact the person or organisation concerned?** You need to keep a note of all the steps you have taken to reach them. Do not say in your story that so-and-so 'did not comment' but make it clear that you were unable to reach them. If it is a substantial story and you suspect they are evading you, briefly spell out in the story the steps you took. Make it clear to your editor and legal department that you have been unable to contact the subject of the story.
5. **Are you relying on an off-the-record briefing?** If someone has briefed you about their own activities, or their own organisation (and they are qualified to do so) you can normally regard that as sufficient verification. However, if you think there is a danger that they will later complain, you may need to make it clear that in such circumstances you would regard the obligation of confidentiality as broken and may name them as your source. You may also be asked to give your source, confidentially, to your editor. If you are unable to do so your editor is unlikely to run the story. An off-the-record source who can't be named is unlikely to be strong enough evidence to defend an accuracy complaint to IPSO.
6. **Are you relying on an off-the-record briefing concerning the activities of a person or organisation other than the one giving you the briefing?** Then any claims need to be put to the person or organisation as in steps 2-4.
7. **What if I have two independent off-the-record sources?** It is helpful, but not sufficient to ensure verification. You still need to go through the processes in step 2-4.
8. **Check the legal warnings basket before you approach anyone for comment, and before you file your story.** If the facts in your story have been the subject of legal warnings or corrections in the past, make sure you take this into account and seek advice from the Legal Department. If the subject of your story has issued a desist notice, asking journalists not to contact them, you should not make an approach unless you have consulted the Legal Department and/or a senior editor and established there is a public interest in doing so. *Note – we are aware some journalists currently have difficulty accessing the legal warnings basket. An improved, easy-to-access basket is under construction and will be launched very shortly. It will be followed by a new clarifications and corrections basket.*
9. **Public interest justification.** Before you engage in any activity which might give rise to a possible breach of the Editors' Code, you must be able to demonstrate that you have a reasonable belief that your actions, and the publication of any story involved, are justified by the public interest. In the case of misrepresentation or subterfuge, you must demonstrate that you have pre-existing evidence of the activities you plan to investigate, that your actions are in the public interest and that the material cannot be obtained by other means. To do this you must consult the Legal Department and/or a senior editor, and keep a record of how the decision was taken.

Appendix 3 – Pocket Guide

THE EDITORS' CODE

This is a pocket guide to the key points of the Editors' Code, and the steps you need to take to demonstrate to IPSO that you have made every effort to comply with it. It is not comprehensive – it concentrates on the issues you are most likely to encounter. Keep a full copy of the Code with you at all times.

- 1. More than 80 p.c. of complaints to IPSO are about accuracy – you must be able to show you have taken care to check your facts.**
Go through your story before you file it and make sure you have an on-the-record quote or document to support every significant fact – that's every fact that affects the thrust of your story.
- 2. Take extra care when you are relying on confidential sources.**
You can't rely on a confidential source on its own to defend an accuracy complaint. You must get independent on the record confirmation, put any allegations to the parties concerned, and include their response in your story. Be sure to distinguish between allegations and facts.
- 3. You must also take extra care with stories concerning statistical, medical or scientific information, particularly if it relates to controversial subjects.**
It is not enough just to check your facts, you also need to check your interpretation of your facts. Ring the authors of official reports, tell them how you plan to interpret the information in them, and give them the opportunity to respond.
- 4. Significant inaccuracies must be corrected promptly.**
Both the Editors' Code and IPSO recognise that sometimes, despite all your checks, a story will contain a significant inaccuracy. When that happens get it corrected promptly. It's what our clarifications and corrections columns are for – and if you don't, you risk another breach.
- 5. Make sure every headline is supported by the facts in the story.**
One of the major changes to the Code is that it now includes a specific reference to headlines, which must be supported by the text of the story. Don't just copy out a headline from the news schedule, which may have been written before the reporter even started work on the story. Check the text of the story supports every element of the headline.
- 6. Everyone involved in a story has a responsibility to ensure headlines are correct.**
Headlines must be seen by the subs who subbed the story and the reporter who wrote it. If the reporter is not in the office they can be sent a pdf by email.

- 7. Always ask yourself whether the subject of a picture has a reasonable expectation of privacy.**
This can cover public places – supermarket car parks, for instance – as well private ones like homes and gardens. Seek legal advice over any pictures taken in a situation where the individual concerned might not have expected to be photographed.
- 8. Take great care with pictures from Facebook.**
Check pictures are not protected by any privacy settings and do not include ‘private information’ – take advice over any picture which shows more than a head and shoulders.
- 9. Remember that simply taking a picture can be a breach of privacy – even if it isn’t published.**
Always take legal advice before commissioning pictures in a situation where there may be a reasonable expectation of privacy. Take particular care with aerial photography.
- 10. Take great care with pictures of children.**
Always check Legal Warnings to make sure the parents of children have not issued IPSO desist notices requesting no pictures of their children are published. The notices are advisory, but ignoring them will almost certainly lead to an upheld adjudication
- 11. Intrusion into privacy can sometimes be justified by the public interest – but never try to make that decision on your own.**
To make a public interest defence you must show you considered it carefully, and took advice from the legal department and senior editors – BEFORE publication. Keep a note of your discussions and decisions taken.
- 12. Always seek legal advice about any story involving suicide.**
The Code is very strict about reporting any detail of a suicide which may lead to copycat attempts – including detail given in open court at inquests.
- 13. Always seek legal advice about any story involving children in sex cases.**
The Code goes further than the law in protecting the identity of children – particularly in incest cases where anything that might identify the relationship between the victim and the accused is a breach.
- 14. Make sure anyone identified in a crime story is genuinely relevant to the case.**
It is a breach of the Code to refer to, or picture, a friend or relative of anyone accused of a crime unless there is a genuine reason for doing so. Take particular care with Facebook pictures.
- 15. Never engage in subterfuge unless you have cleared every stage of your investigation with the legal department and senior editors.**
You must establish that (a) there is a public interest in the story you are proposing, (b) you have evidence that the subject of the subterfuge is engaged in the activities you are investigating, (c) there is no other way of verifying this evidence and (d) any intrusion into privacy is outweighed by the public interest. You must be able to show that you have discussed all these points with lawyers and senior editors, and have a record of decisions taken.

16. Do not refer to an individual's race, colour, religion, sex, gender identity, sexual orientation or to any physical or mental illness or disability unless it is genuinely relevant to the story.

Another change to the Code is that for the first time it makes specific reference to gender identity. Before you describe someone as black, Asian, Muslim, gay or transgender – or white, English or straight for that matter – make sure it's genuinely relevant to the story. If not, it's a breach.

Appendix 4 – Complaints Service

The following pages give examples of the way our complaints service was publicised in our various titles during this period. Please note that the Metro.co.uk content management system automatically gives the page the date on which it was first created. It has been updated since then, and the version below was current during 2015.

Weather

Get daily mail.com/weather for a 5 day forecast



Summary: Variable cloud

UK TODAY: After a frosty morning, cold with sunny spells in the north and east. Patchy fog to start with in the south, and more cloud in western areas, along with the odd spot of drizzle here later. Max 13C.

Today's weather

Location	9am	12noon	3pm	6pm	9pm
London	10c	12c	10c	8c	7c
Manchester	10c	12c	10c	8c	7c
Birmingham	10c	12c	10c	8c	7c
Glasgow	10c	12c	10c	8c	7c
Edinburgh	10c	12c	10c	8c	7c
Belfast	10c	12c	10c	8c	7c

5 day forecast

Location	Tue	Wed	Thu	Fri	Sat
London	10c	12c	10c	8c	7c
Manchester	10c	12c	10c	8c	7c
Birmingham	10c	12c	10c	8c	7c
Glasgow	10c	12c	10c	8c	7c
Edinburgh	10c	12c	10c	8c	7c
Belfast	10c	12c	10c	8c	7c

Yesterday

Location	High	Low	Wind	Cloud	UV
London	10	4	10	100	1
Manchester	10	4	10	100	1
Birmingham	10	4	10	100	1
Glasgow	10	4	10	100	1
Edinburgh	10	4	10	100	1
Belfast	10	4	10	100	1

Europe forecast

Location	High	Low	Wind	Cloud	UV
London	10	4	10	100	1
Manchester	10	4	10	100	1
Birmingham	10	4	10	100	1
Glasgow	10	4	10	100	1
Edinburgh	10	4	10	100	1
Belfast	10	4	10	100	1

Around the world yesterday

Location	High	Low	Wind	Cloud	UV
London	10	4	10	100	1
Manchester	10	4	10	100	1
Birmingham	10	4	10	100	1
Glasgow	10	4	10	100	1
Edinburgh	10	4	10	100	1
Belfast	10	4	10	100	1

By James Salmon
Business Correspondent

Post Office strike could hit Xmas parcel deliveries

UNION barons have warned a planned strike by Post Office workers will cause 'absolute chaos', leaving many families without presents on Christmas day.

Thousands are threatening to stage a five-day walk-out just before Christmas, as households rush to post gifts to friends and family. Stop counter staff intend to stop work on December 18, 19 and Christmas Eve, while cash handlers are preparing to strike on December 22 and 23.

The dramatic move prompted one Labour MP to accuse militant unions of using Christmas to 'hold the country to ransom', with concessions in London and the South East also facing strike misery.

The action is being orchestrated by the Communication Workers Union, which is fighting against planned cuts to jobs and bonuses and the closure of Post Office worker's generous final salary pension scheme. It follows a walkout on Saturday, which was the busiest day of the year for people sending presents overseas.

The Post Office has played down the impact of further action, insisting that 'at least 97 per cent' of its 11,600 branches will run normally.

But bosses at CWU have warned the planned five-day strike will disrupt deliveries in the run-up to Christmas and force hundreds of branches to

shut or operate a skeleton service. Andrew Furey, assistant general secretary of the CWU, said: 'It will be absolute chaos in the lead-up to Christmas.' He warned that the cash handlers' walkout will also wreak havoc.

The CWU expects its strike

'Worst possible approach'

plans to be approved by its National Executive Committee tomorrow. It has decided its decision to strike at Christmas, stating that that 4,900 Post Office branches have already been closed since 2002. The walkout will be the fourth since the CWU halved its members

in August. Tory MP Grant Shapps, chairman of the Commons British Infrastructure group, said striking was the 'worst possible approach' which would 'force people to find alternatives and in the process the Post Office will lose customers who may never return'.

And Douglas Carswell, the Ukip MP, said: 'In most walks of life if you don't like your job you don't hold the country to ransom.'

Customers have also been warned to brace themselves for travel 'chaos' as a walkout on Southern rail coincides with a strike by London Underground drivers. Services will be hit from tomorrow in long-running disputes over safety and other issues. BMT members on London Underground's Piccadilly, Hammersmith and City and

Circle Lines will also strike for 24 hours from tomorrow evening. Southern rail warned there will be no service tomorrow, Wednesday and Friday this week if the strike goes ahead. Further walkouts are planned over the festive period, including on New Year's Eve.

Yesterday the Post Office and the Royal Mail insisted that the last posting date for Christmas will not be affected. Second-class letters and parcels should be posted on Tuesday, December 20. First-class post must be sent by Wednesday, December 21.

Kevin Gilliland, network and sales director at the Post Office said: 'Should further action be taken, we can reassure our customers that at least 97 per cent of our network will be open for business as usual.'

Continued from Page One

visa. Currently migrants do not have to swear an oath unless they want to secure UK citizenship. At the moment, millions of migrants must take a 'Life in the UK' test about their knowledge of Britain to secure their right to stay.

Dame Louise also says the criteria for full citizenship should be reviewed. Her report says that while Britain has benefited hugely from immigration and increased ethnic and religious diversity, 'nowhere near enough emphasis has been put on integration in communities to match the pace and scale of the change in our population in recent years'.

In a bleak warning about the impact of mass immigration, it reports some communities saying the pace of change has been 'too much' for them to deal with.

Dame Louise, a former homeless charity executive, said last night: 'Social integration is about closing the gaps that exist between people and communities. This report has found those gaps exist in terms of where people live but also in terms of the lives they lead and the opportunities they have to succeed. So it is about how we get on in life, as well as how we get along with each other.'

'To help bind Britain together and tackle some of the division in our society, we need more opportunities for those from disadvantaged communities, particularly women, and more mixing between people from different backgrounds.'

'We also need more of a spirit

Dame Louise's report at a glance

- Communities say the pace of change because of immigration has been 'too much' for them to deal with
- There is 'nowhere near' enough integration in communities given the 'pace and scale' of population change
- Some communities are becoming more divided and Britain is facing 'escalating division and tensions in society'
- Much more effort is needed to ensure integration and 'bind Britain together'
- Migrants should sign up to an 'oath of integration with British values and society' as soon as they arrive or even before
- Children should be taught British values of tolerance, democracy and respect as well as British laws, history and values
- Women in some communities are being 'held back by regressive cultural practices' and face coercion, violence and abuse in the name of 'cultural or religious values'
- Children being taught at home are being exposed to 'divisive practices'
- Ministers should provide more English language classes for 'isolated groups'
- All councillors, MPs and other public office holders should 'swear an oath of integration enshrining British values'.

of unity, compassion and kindness that brings people together under our common British values of tolerance, democracy, equality and respect.'

'On values, the report says promoting British laws, history

'Extremely concerning'

and values within the 'core curriculum in all schools' would help build integration, tolerance, citizenship and resilience in children. Dame Louise also says it is 'extremely concerning' that some children are opting out of state education 'without sufficient checks on their wellbeing and integration'.

'They should all be required to register with councils, and some schools should be told that divisive practices are not acceptable in any setting.'

Dame Louise says efforts to promote integration in recent years have failed, adding: 'They have been well-meaning but grossly insufficient to cope with the scale of the challenge. Events and projects that have been described to us as "ethnic, mosques and steel drums" can help bring people together but too often attract the already well-intentioned and do not succeed in tackling difficult areas.'

Her conclusions about the conditions facing some women

are particularly worrying. Women face 'persistent gender inequalities' in some communities, including lack of job prospects at home, and at worst 'coercive control, violence and criminal acts of abuse, often enacted in the name of cultural or religious values'.

Dame Louise also calls for more action to tackle 'regressive and harmful' practices in Muslim communities, such as forced marriage, female genital mutilation and other abuses.

Dame Louise's oath proposal has not even come before ministers, so is a long way from potentially becoming law.

Dr Alan Mendonca, of the Henry Jackson Society security think-tank, said: 'This review contains serious concerns about the state of integration between different communities in the UK today, particularly Muslim communities in certain areas. I would urge the Government to strongly consider the nature of this problem and commit to action to counter it.'

Jon Yates, of 'The Challenge', a leading social integration charity, said: 'Unless we act urgently our country is in danger of becoming a less integrated and more divided place.'

Clarifications & corrections

■ FOLLOWING a diary item on November 25 about some members of the Spencer family 'snubbing' Prince Spencer's memorial service, we are happy to clarify that Neil McCormack, the husband of Sarah, elder sister of Diana, Princess of Wales, did attend and that family friend Michael Cole did refer to the Princess in his address.

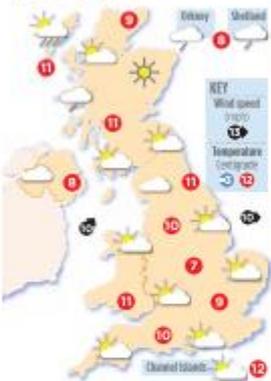
■ A CITY diary item on November 25 said that Royal Bank of Scotland spends £3million a year sponsoring Andy Murray. In fact, the sponsorship ended in 2004.

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Weather



UK FORECAST

GENERAL FORECAST
Dry with sunny spells and patchy cloud for most places, some mist and fog patches. The best of the sunshine will be in the South and East. The North West, Northern Ireland and West Scotland will have a few showers, especially near the coast. However, East Scotland will be bright with sunny spells.

REGIONAL FORECASTS
South East, London, South, South West, Channel Islands, East Angles
Dry and bright with sunny spells, some early mist and fog patches. Wind W light. Max 10-14°C.
North, Midlands
Dry with sunny spells and patchy cloud, especially in the North. Wind W light. Max 10-14°C.
North West, North East, Isle of Man
Shows in the West. Bright or sunny spells, especially in the East. Wind W moderate. Max 10-14°C.
Scotland
Some showers for central and western areas, brighter with sunny spells. In the East, West W moderate. Max 10-14°C.
Northern Ireland, Eire
Dry with sunny spells. Cloudier in the North, occasional showers near the coast. Wind SW light. Max 10-14°C.

WEEK AHEAD
Low cloud, mist and patchy rain tomorrow, some sunny spells in the North East. Rainy rain on Tuesday. Mainly dry with sunny spells in the East on Wednesday, but rain in the West. Some rain, especially in the West, on Thursday and Friday. Main settled for the South and East by the weekend.

WEATHER WATCH

A final look back confirmed November to be an extremely sunny month. England and Wales had their warmest November on record in 2015 - the first time the whole of the UK experienced that warmth, but for Scotland it was the warmest since comprehensive sunshine records began in 1930. December saw shortening days and can often be dull and gloomy. In the first week of the month Aberdeen and Inver saw just four hours of sun, but there has been a marked change recently. In 2015, the day they were recorded at 16.4°C, but Wednesday it was 10.0°C at Aberdeen. However, through the weekend forecasts have continued across most areas and there is little change for the coming week. Rainy cold and sometimes wet and breezy days mean thoughts of snow by Christmas are a fading dream - but there is still time for change.

SIX-DAY FORECAST

	MON	TUE	WED	THU	FRI	SAT
LONDON	10	10	11	11	11	11
BERNARDS	9	10	10	10	10	10
BIRMINGHAM	11	11	11	11	11	11
CARDIFF	9	11	11	11	11	11
GLASGOW	9	10	10	10	10	10
LEEDS	9	10	10	10	10	10
MANCHESTER	9	10	10	10	10	10
NEWCASTLE	7	9	10	10	10	10
NOTTINGHAM	8	10	10	10	10	10
POLYMER	11	11	11	11	11	11

EUROPE WEEK AHEAD



MoS journalists scoop leading Press awards

MAIL on Sunday journalists have been honoured at the British Journalism Awards. Philip Iles in Photojournalist of the Year and Matt Lawton won Sports Journalist of the Year. Iles won his award for pictures capturing David Cameron's shock Brexit betrayal by Boris Johnson and Michael Gove. Acting on a tip-off from Political Editor Simon Walters, Iles waited for hours outside Johnson's London house for Gove to emerge after



they met for a secret dinner in February. The judges at the event, organised by Press Gazette, the journalists' trade paper, said: 'This was photography which told the British people what was going on at a crucial point in the Brexit story. Philip Iles would have to wait for hours to capture those images but the result was

a piece of journalism which bore witness to history.' Lawton, who writes for The Mail on Sunday and Daily Mail, won his award for reports on athletics and drugs testing - including an exclusive that Team GB cyclist Lizzy Armstrong missed three drugs tests before the Rio Games. The judges said: 'This was brave, must-read journalism.'



Hundreds more die unexpectedly at crisis hospitals

Rate almost triples at one trust despite intervention

By Stephen Adams

HEALTH CORRESPONDENT

HUNDREDS of patients are feared to have died unexpectedly at three NHS hospital trusts since they were put in 'special measures' regimes intended to make them safer. The three hospitals, which together serve around 1.5 million people across Lincolnshire, East Yorkshire and Essex, should have improved after hospital inspectors descended in 2013 to put doctors and managers under close scrutiny. But a fresh study of patient death figures suggests mortality rates have risen. Professor Sir Brian Jarman discovered United Lincolnshire Hospitals NHS Trust had much higher death rates in 2015/16 than in 2013/14. The number of 'unexpected deaths' almost tripled from 129 to 357 according to the official measure, called the Summary Hospital-level Mortality Indicator (SHMI). Mortality rates also rose at neighbouring North Lincolnshire and Goole NHS Founda-

United Lincolnshire Hospitals (UHL) Lincoln County Hospital Accident & Emergency Main Hospital Radiography & Oncology Royal Linn Peter Hodgkinson Centre Project Willis Unit

STRUGGLING: The United Lincolnshire Trust 'does not accept interpretation of figures'

How number of unpredicted deaths has risen in two years

Hospital trust	2013/14	2014/15	2015/16
United Lincolnshire Hospitals NHS Trust	129	367	357
North Lincolnshire & Goole NHS Foundation Trust	150	228	192
Colchester Hospital University NHS Foundation Trust	107	140	166

tion Trust, and at Colchester Hospital University NHS Foundation Trust. The findings are surprising because a study last year concluded special measures, instigated by NHS England medical director Professor Sir Bruce Keogh, were effective. That review found there was 'hard evidence' the regime worked, with mortality rates falling almost three times more at 11 trusts put in special mea-

asures, than they did nationally. The two Lincolnshire trusts exhibited 'a consistent downward trend'. Colchester was not among the 11 analysed. Prof Jarman, co-director of the Dr Foster Unit at Imperial College, London, said his more recent research indicated seven of the 'Keogh 11' had lower death rates in 2015/16 than two years earlier. But he concluded: 'These new data do show potential ongoing

CORRECTIONS & CLARIFICATIONS

At The Mail on Sunday we take great pride in the quality of our journalism. All our journalists are required to observe the Editors' Code of Practice and The Mail on Sunday is a member of the Independent Press Standards Organisation (IPSO), the new regulatory body for the Press set up in response to the Leveson Inquiry. We aim to correct any errors as promptly as possible.

A news story last Sunday said the Casey review into ethnic integration would say that some British Muslims are so isolated they believe up to 75 per cent of the country is also Islamic. In fact the review refers to a survey in one school with Asian pupils who believed 50 to 90 per cent of the total British population was Asian.

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Sure Start closures double in one year

CLOSURES of Sure Start children's centres have increased each year since 2010 - with the amount almost doubling in 186 last year, figures have revealed.

From more six years ago, the number closed totalled 12 in 2011, 27 in 2012, 33 in 2013 and 85 in 2014, statistics show.

The centres give help and advice on child and family health and parenting. Labour and Barnsley Central MP Dan Jarvis called the trend 'deeply concerning' and said 'thousands of families' would be affected as he predicted child poverty would rise 50 per cent by 2020.

by JACK MAIDMENT

He said: 'Sure Start centres are a proven success. They provide families with childcare in addition to being a one-stop-shop for extra support. This shows how wrong the Conservatives' priorities are because every Sure Start centre that is lost closes a door on a child's chance to get on in life.'

In her reply to Mr Jarvis' Commons question, education minister Caroline Dismore said there were 3,259 centres and sites that provide 'children's centre services as part of a network'.



Support: One of the centres

MAN OF TODAY
BOSS BOTTLED INTENSE
THE NEW EAU DE PARFUM

BOSS
HUGO BOSS

#MANOFTODAY

IN BRIEF

Scotland Yard starts football abuse inquiry

THE Metropolitan Police has launched an investigation into sex abuse claims involving football clubs in London.

Scotland Yard said specialist officers were looking at allegations of 'non recent' crimes - but refused to reveal which clubs it was investigating. It said

it would work with Operation Hydrant, the nationwide investigation into historical child sex abuse.

Meanwhile, Southampton FC, which is 'committed' to working with police, faces legal action from youth team players at the club in the mid-1980s.

Pioneer US astronaut John Glenn dies, 95

FORMER astronaut John Glenn, the first American to orbit Earth, has died aged 95.

Best known for his 1962 mission, he was later voted senator for Ohio. In 1998, he

became the oldest man to fly in space when, at age 77, he joined the crew of space shuttle Discovery. Mr Glenn (right), died at a hospital in Columbus, Ohio, yesterday surrounded by his family.



HARDY'S SHAGGY DOG BEDTIME STORY



ACTOR Tom Hardy - joined by his dog Woodstock - will read the CBeebies New Year's Eve bedtime story, You Must Bring A Hat, by Simon Philip etc.

Southern owners lose case to stop strikes

THOUSANDS of passengers will be hit by more strikes as the owners of Southern rail lost their battle to stop the walkouts.

Govia Thameslink Railway had argued in the High Court that the nine days of strike action starting

on Tuesday and spreading into the new year would unlawfully restrict freedom of movement under EU law. The judge said the industrial action was not challenged under English law because it had been sanctioned by a lawful ballot.

Boxer gets 16 years for soldier's murder



AN AMATEUR boxer who claimed to be 'the hardest man in Brecon' was yesterday jailed for 16 years for the murder of a young soldier. Jake Valley (pictured), 24, had been convicted of

launching a 'senseless' attack on Pte Matthew Boyd, 20, in the Poynts town on May 8. Co-accused Aaron Evans, 23, was cleared of manslaughter at Cardiff crown court.

...and finally

A SQUIRREL has been blamed for a power failure which left 1,000 homes without electricity in Huntingdon, Cambridgeshire, yesterday. The rodent is believed to have 'come into contact with high-voltage overhead power lines', said UK Power Networks.

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CORRECTIONS & CLARIFICATIONS

In yesterday's paper, we stated that Huan Vlesan was in Alaska. Our thanks to all those readers who pointed out that it is in fact in Antarctica.

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- Email: advice@ipso.co.uk
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Metro News Reporter for Metro.co.uk Tuesday 21 Jan 2014 10:16 am



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Contact our picture desk on picturedesk@ukmetro.co.uk.

Text: 'Views' to 65400 (Standard network charge)

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Appendix 5 2016 seminar programme

The Editors' Code: How it's changed – and how IPSO interprets it.

The precise content of seminars varied according to the audience and topical issues in the news, but the outline remained broadly constant:

1. Introduction
 - IPSO is a fresh start. It looks at complaints in an independent way and puts more onus on us to resolve them ourselves.
 - Revised Editors' Code came into force on January 1st – it's vital everyone reads and understands it.
 - What IPSO statistics tell us about how Associated titles have performed during its 18 months of operation.

2. Accuracy
 - IPSO approach this in a more structured way than the PCC.
 - Significant inaccuracy – what constitutes a significant inaccuracy.
 - Taking care – what this means and the importance of being able to demonstrate to IPSO that care has been taken to ensure accuracy.
 - Particular care needs to be taken with the interpretation official statistics and medical and scientific reports, and with stories based on information from anonymous sources.
 - Case histories – Office of the First Minister v Daily Telegraph; Blair v Daily Mail

3. Correction of inaccuracy
 - The importance of correcting inaccuracies promptly.
 - But even if an inaccuracy is corrected promptly it won't avoid an upheld ruling if care was not taken.
 - Case histories – Farrell v Metro.co.uk; Clark v MailOnline

4. Headlines
 - The Code now makes explicit reference to headlines, which must be supported by the text of the article below.
 - Sub-editors on potentially contentious stories must check headlines with reporters and reporters must ask to see headlines.
 - Case history: Walker v Daily Mail.

5. Privacy

- Explanation of reasonable expectation of privacy.
- Why some public places carry a reasonable expectation of privacy and others do not.
- Aerial photography.
- The problems of balancing potential invasion of privacy and the public interest and the need to demonstrate legal advice has been taken.
- Using pictures published on Facebook: the importance of privacy settings and establishing whether a picture shows information which is intrinsically private.
- Case histories: Tunbridge v Dorking Advertiser (PCC); Duke of York v Daily Mail; Hogbin v Herne Bay Gazette.

6. Pictures of children

- Special care should always be taken with pictures of children.
- Pixelation of pictures of children is not a specific requirement of the Code, but nevertheless editors do sometimes pixelate.
- The importance of being aware of IPSO desist notices, which may request pixelation.
- Case history: Weller v MailOnline (legal action).

7. The public interest

- The revised Code gives a fuller definition of the public interest, with more examples.
- However it is deliberately not a comprehensive list and there are also many stories which are perfectly legitimate without being covered by the public interest.
- The important thing, if the public interest is likely to be raised in defence of a story, as that the journalists involved can show they had a reasonable belief that their actions were in the public interest, that advice was taken, and a record kept.

8. Harassment

- The importance of checking for IPSO desist notices before making approaches to the subjects of potential story.

9. Suicide

- This has been made a standalone clause in the revised Code.
- It balances the need to avoid excessive detail with the press's right to report legal proceedings.
- However excessive detail is not clearly defined and there is a body of opinion that *any* detail of the suicide method is excessive.
- Legal advice should always be taken when reporting suicide.

10. Children in sex cases

- The Code specifically goes further than the law, and prohibits any detail that even implies a relationship between the accused and the child.
- This can make cases extremely difficult to report and even elaborate precautions can sometimes fail to prevent a Code breach.
- As with suicide, legal advice should always be taken.
- Case history: A man v Wilts and Gloucestershire Standard.

11. Reporting of Crime

- The importance of establishing that anyone pictured or referenced in a crime story is genuinely relevant to the crime.
- Case history: Bobin v The Times

12. Subterfuge

- As with the public interest there is a clear procedure which must be followed
- The journalists involved must be able to show that they had a reasonable belief that their investigation was in the public interest at the time the decisions involved were taken.
- They must be able to show there was no more straightforward method of confirming the information on which they were acting.
- They have to have a record of how they came to their decision and what advice they took.
- Case histories: Liberal Democrat Party v Daily Telegraph; Issues arising from an article in the Sunday Mirror.

13. Discrimination

- This clause has also been changed, following a number of high profile cases, to make direct reference to gender status.
- Cases under part one of the clause, which deals with prejudicial and pejorative references, are relatively rare, but complaints about the second part, which addresses details about an individual which are not genuinely relevant to the story, are more common.
- When journalists are writing about an individual they must always stop, before describing their race, colour, religion, gender identity, sexual orientation, or any illness or disability, and ask themselves whether it is genuinely relevant to the story.
- Case history: Trans Media Watch v The Sun.

Appendix 6 – Training of Journalists

The Associated Newspapers editorial training scheme

With another 62 journalists undergoing training in 2016-17, the Associated Newspapers training scheme remains one of the most ambitious in Britain – it is certainly by a long way the largest run by any national newspaper group. The variety of trainees who joined in autumn 2016 illustrates the scope of the scheme:

5 Daily Mail reporters

5 Daily Mail sub-editors

2 Daily Mail sport sub-editors

2 Stephen Lawrence scholarship reporters

2 Mail on Sunday reporters

1 Irish Daily Mail reporters

18 MailOnline news and features journalists (UK)

3 MailOnline video journalists (two UK, one USA)

3 MailOnline sport reporters (UK)

14 DailyMail.com journalists (USA)

7 Daily Mail Australia journalists

The training is run by respected journalists led by Sue Ryan, a former managing editor of The Daily Telegraph, and Peter Sands, a former editor of The Northern Echo and editorial director of Northcliffe Newspapers.

The selection process is very robust - normally at least seven people are interviewed for each place. Candidates do some basic tests at first interview, followed by a second stage where they are put through their paces for around four hours with a number of written tests.

Training varies in length. Most trainees have done a journalism master's degree, NCTJ or Press Association course and so have basic skills in news writing, sub-editing, law, government, court reporting, shorthand and the Editors' Code. Those who haven't, or are felt to need a bit more, are kept in the 'classroom' doing basic training for five weeks. But generally reporters do two weeks, sub-editors and online journalists four weeks.

It is an intensive course with a lot of red penning of exercises and zero tolerance of mistakes. These are the topics being covered in this year's basic training:

Reporting course

The course presumes attendees have already taken a qualification in journalism and had newsroom experience. It deals mainly with the tasks which will be required while working for the Mail:

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law etc)
- intro writing and story structure
- the art of storytelling for the web
- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy, trainees from the USA, Ireland and Australia study the codes of practice that apply in their home countries)
- media law (libel, privacy, copyright, bribery)
- covering a breaking story
- sources of stories
- story development
- the senior reporter's survival guide
- stories from the written word (agendas, reports, financial information)
- writing lighter stories/picture stories
- developing contacts
- writing a profile
- forward planning and working to the diary
- copy tasting, conference and putting together a newslist
- professional behaviour
- current affairs knowledge
- Mail style
- understanding the Mail audience

The thrust of the course is that they write and develop stories. They take live stories from the wire and put them into Mail style and they have to source and write an exclusive for publication during the course. These are then marked and they get detailed feedback so any mistakes or bad habits are

identified. There are speakers from the newsroom - news, city, sport and production department heads, plus senior reporters and columnists.

Sub-editing course (London for week 1, Howden for weeks 2-4)

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law etc)
- the art of the sub-editor
- a glossary of subbing terms
- the 70 most common errors in newspapers
- intro writing and story structure
- the art of storytelling
- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy, US trainees the American Society of Newspaper Editors Statement of Principles, Irish trainees the Press Council of Ireland Code of Practice)
- media law (libel, privacy, copyright, bribery)
- proofreading
- the subbing perils
- Mail style
- understanding the Mail audience
- Mail headline writing and practical headline exercises
- captions, subdecks, standfirsts, factfiles
- analysis of different newspaper styles
- Photoshop
- Adobe InDesign
- an introduction to typography
- handling pictures and graphics
- layout and design
- putting together a picture spread
- editing stories from different sources
- editing a live breaking story
- current affairs knowledge

After basic training all trainees undergo a work placement at a regional paper for around three months. Reporters and online journalists also spend two months with a news agency. Courses are tailored for the individual, but generally every trainee will have six months paid training before filing or subbing their first story. And once they have joined their chosen paper or website they continue to be treated as trainees; most are given mentors and department heads take time to teach and encourage them.

More than 260 trainees have graduated from the scheme and many are now senior executives on our newspapers and websites – so trainees may well find themselves working for someone who not very long ago was a trainee themselves.

Sue Ryan

Peter Sands