

# **Cumberland & Westmorland Herald**

## **IPSO Annual Report**

Established in 1860, the Herald is an independent weekly broadsheet newspaper covering a large area of East Cumbria, including the towns of Penrith, Appleby, Kirkby Stephen, Keswick and Alston.

The newspaper has been published under a number of different titles including: Penrith Herald, Appleby and Kirkby Stephen Herald, and Mid Cumberland and North Westmorland Herald. Since 1925 it has been published under its present title, Cumberland and Westmorland Herald.

The publishing company is overseen by a board of directors and comprises three main departments; editorial, advertising and production. The managing director is Simon Veitch and the editor Colin Maughan.

As well as the Cumberland & Westmorland Herald it produces the Lake District Herald, which is an edition based on Keswick. Both are contract printed by Cumbrian Newsprint, Carlisle.

Comprehensive local news coverage, which includes a high content of reports and pictures of local events, and extensive classified advertising account for the strength of the newspaper and its popularity,

The circulation figure, certified by the Audit Bureau of Circulation, is currently 12,930 copies sold on average every Saturday (ABC 4<sup>th</sup> July, 2016 – 1 January, 2017). This includes almost 600 copies mailed out to subscribers each week.

In terms of the Cumberland & Westmorland Herald Limited's membership of IPSO, the publisher's responsible person is, Simon Veitch, Managing Director.

### **Editorial standards**

The Herald adheres to the Editors' Code of Practice, which, like most newspaper publishers in Britain, it considers to be a sound statement of ethical behaviour for journalists. It strives to ensure that its articles are fair and accurate, and that readers have a right of reply if there is something they do not agree with.

As it is an old-established newspaper that is viewed as a matter of record, its journalists are well aware of how vital accurate reporting is in maintaining the public's trust.

The newspaper has not yet sought guidance from IPSO on the publication of one of its articles, but would do so if it was considered to potentially be in breach of the code of practice.

### **Complaints handling process**

Editorial complaints are accepted in the first instance by letter, telephone or e-mail. Depending on the extent of the complaint, for instance a minor correction or clarification, it can first be handled by an experienced journalist or the news editor/deputy editor before

being passed on to the editor. Any complaints that have legal implications are immediately lodged with the editor.

A record, either in e-mail format or hard copy, is kept of all complaints received and what action, if any, has been taken.

We accept that complaints should be resolved as quickly as possible and hope this can be achieved in direct negotiation with the complainant, and an apology published where appropriate. Any complaints that have legal implications are dealt with in conjunction with legal advisers from the News Media Association and, if needed, lawyers are engaged.

A column for corrections and clarifications appears as and when required, on Page 2. Also on Page 2 in every edition is a statement that the Herald abides by the IPSO code of practice. It informs readers that if they want to make representations about articles they should write in the first instance to the editor and that, if not satisfied, they can contact IPSO, whose postal address, e-mail address and telephone number and website details are provided.

### **Training process**

The newspaper has run, on a refresher basis, training for journalists in legal matters and responsibilities, but none in the relevant period. Training will be given as and when it is considered appropriate. Journalists are issued with a copy of the code of practice.

There are ongoing internal discussions on developments in law and legislation which impacts on journalism.

The Company has a long association with the National Council for the Training of Journalists with our junior reported progressing via on-the-job training and distance learning towards the relevant NCTJ qualification.

### **Record on compliance**

Within the relevant period, from 1<sup>st</sup> January, 2016, to 31<sup>st</sup> December, 2016, there were no complaints against the publisher which have been ruled on by IPSO's Complaints Committee, and no incidents in relation to which the publisher accepted that it had breached the editors' code, or which otherwise raised concerns about compliance with the editors' code.

During the period there were again a small number of complaints which were resolved satisfactorily via dialogue and explanation and the remainder were factual inaccuracies which were corrected at the earliest available opportunity.

Simon Veitch

IPSO responsible person

Date 03/03/2017