

ipso. independent
press standards
organisation



2016

Annual Report





Vision

A trusted, thriving, free and responsible press,
reinforced by independent, effective regulation.



Mission

- To support those who feel wronged by the press.
- To uphold the highest professional standards in the UK press.
- To determine whether standards have been breached and provide redress if so.



Values

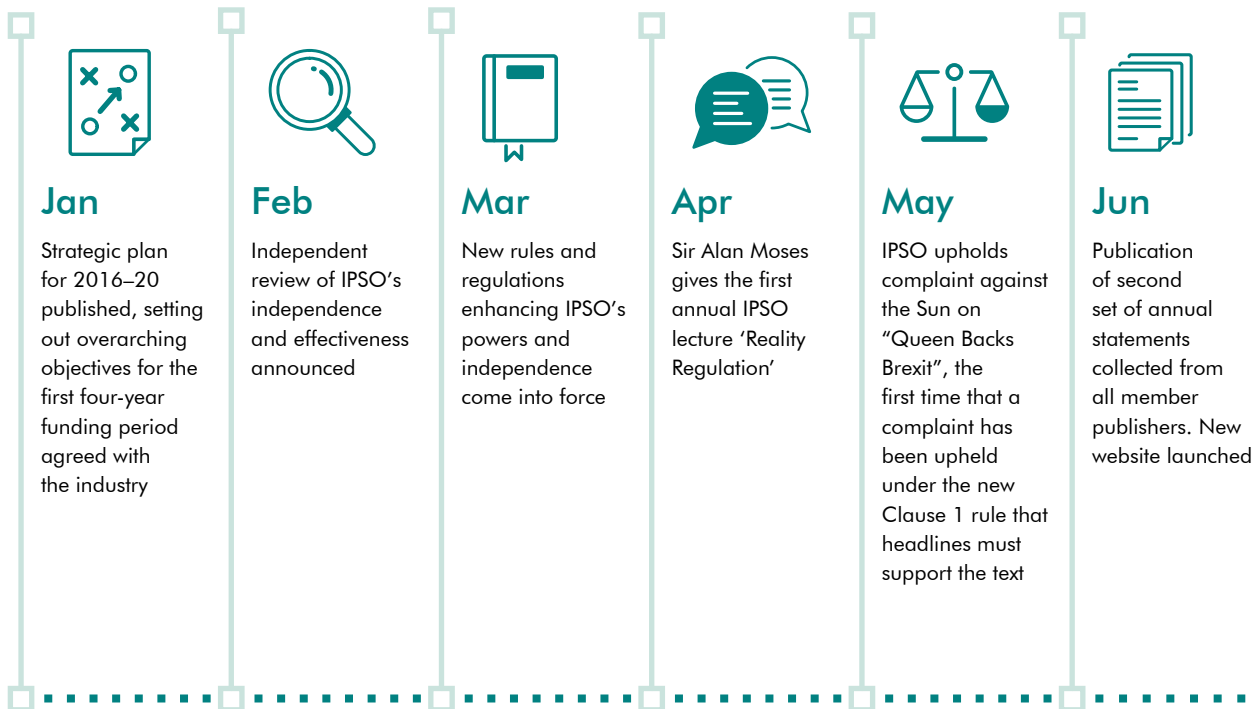
- Independent: IPSO will carry out its work free from control or interference by the press, parliament, interest groups or individuals.
- Bold: IPSO will act without fear or favour.
- Fair: IPSO will reach judgements according to its rules based on the evidence it has gathered and its actions and sanctions will be proportionate.
- Accessible: IPSO will make it as easy as possible to access its services and to engage with it.
- Transparent: IPSO's work will be in the public domain, ensuring its actions and processes are clear and visible, while fulfilling any duty of confidentiality.



Intro

The Independent Press Standards Organisation (IPSO) is the regulator of the majority of the UK’s newspaper and magazine industry.

This annual report covers IPSO’s second year of operation, moving away from the challenges of setting up a new organisation to developing the functions that make IPSO a strong and effective regulator in an increasingly challenging and rapidly changing sector.





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Jul

Year-long arbitration pilot scheme launched



Aug

Enhanced service on the whistleblowing hotline announced



Sep

IPSO holds first national roadshow in Birmingham and launches guidance on reporting stories featuring transgender individuals



Oct

Independent review of IPSO’s independence and effectiveness published, highlighting achievements and challenges



Nov

IPSO launches Readers’ Advisory Panel to advise on its work and wider industry issues from the perspective of readers and citizens. Mike Soutar and Claire Singers appointed to the Board

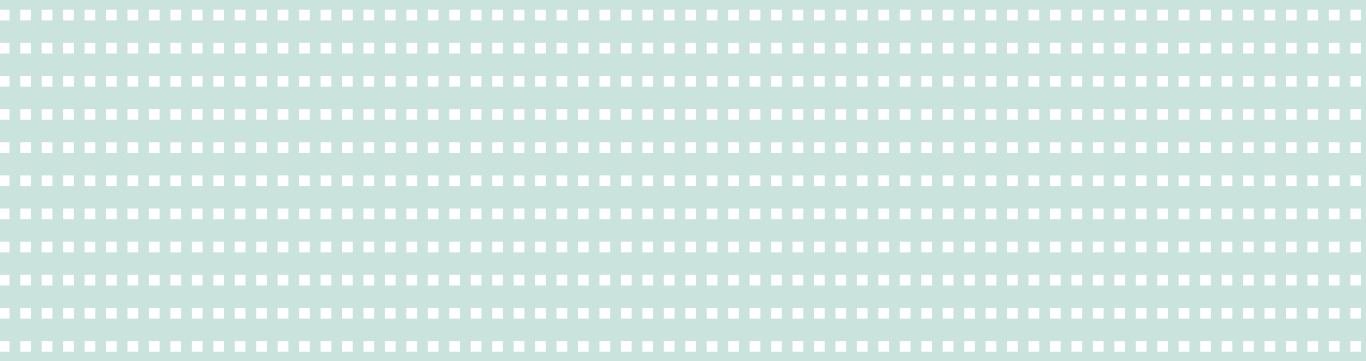


Dec

Alan Moses and Matt Tee give evidence to the House of Lords on press regulation



...I continue
to admire the
patience and
concern each
member of our
staff shows to
those who
contact us...





Chairman's statement



Rt Hon Sir Alan Moses, Chairman

The second year of IPSO was, in some respects, of greater significance than its first. No longer was it possible to blame the inexperience of the ingénue, the novel idea of regulating a free press for any shortcomings, whether real or merely perceived. But the remarkable story of IPSO's second year is that it did make real progress, and did demonstrate how IPSO's imposition of enforceable powers on the press and its enforcement of their obligations to us could be effective.

It is quite apparent that the vast majority of the national and regional press, those who have voluntarily submitted to IPSO's system of regulation, take us seriously and recognise our authority. They express a profound dislike of being found in breach of the Editors' Code. No-one promised and no-one should expect that striking the right balance between regulation and the exercise of freedom of expression would be easy. But the Pilling report, to which the Chief Executive refers, is ample and independent evidence of IPSO's achievements.

That progress is due entirely to our powerful and lively staff under their magisterial head, Matt Tee. Through them, almost every day, those who would not have,

without IPSO, felt able to stand up for themselves against the press, have had comfort, support, and where a breach has been established, redress. Much of this work is unseen, because the vigorous advocacy on the public's behalf achieves speedy settlement with the newspaper concerned. But I continue to admire the patience and concern each member of our staff shows to those who contact us, often fearful and angry, and without the means to seek help from lawyers. We lost some members of our staff to further careers, but under the strong and resolute leadership of Ben Gallop and Bianca Strohmann, as temporary Heads of Complaints while Charlotte Dewar was on leave, we thrived. I am so grateful to them and to Matt for filling the temporary gap while Charlotte was away.

Of course, we must continue to learn and make progress. As Pilling underlines, the challenge is to increase public awareness and trust. I am confident that we will continue to do so. One of the main bases for this confidence is the strength and independence of our Board and of our Complaints Committee. No-one who cared to observe the way they go about their work could doubt their commitment to a system of regulation that does protect the public whilst respecting the importance of maintaining the freedom of a vital and unruly press. On our Board, we will deeply miss Kevin Hand, who died so tragically and suddenly. We will also miss the keen perception of Richard Reed who contributed so powerfully to IPSO's inception.

I am determined that IPSO shall advance and improve. To this end I look forward to engaging with our members in seeking, generally, to implement the Pilling recommendations and to agree further changes not only to maintain, but to add to the effectiveness, which IPSO achieved in only its second year. I thank everyone for making that possible. ■



Chief Executive's statement



Matt Tee, Chief Executive

In the 2015 annual report, much of what we reported on was the formation of IPSO. Things like finding an office, agreeing a budget and recruiting staff were all important features of the year. The external environment was also quite febrile. The right model for press regulation was still a contentious issue. If IPSO was invited to appear in front of a select committee, our opponents would be invited too. The same was true of many of the occasions we were invited to speak at conferences and meetings. On IPSO's first birthday its opponents held a small demonstration outside the office.

By the end of 2016, IPSO was fully established as the independent regulator of the overwhelming majority of the UK press, covering 95% of national newspapers by circulation; almost all local and regional newspapers; and all the major magazine groups. IPSO had developed all the functions that were envisaged when it was founded in 2014.

IPSO is accountable to the public that read newspapers and magazines and those that access similar content online from the same publishers. It is also accountable to those it regulates for how it carries out its duties. Many others, including government and parliament, are interested in IPSO's independence and how



- ▶ effectively it carries out its functions. In 2016, it commissioned an independent external review by Sir Joseph Pilling, a distinguished former civil servant, which concluded that IPSO's first two years were a period of promising development.



"IPSO's complaints function... processed over 14,000 complaints and inquiries, up around 2,000 on the previous year..."



IPSO's complaints function – its main point of contact with the public – processed over 14,000 complaints and inquiries, up around 2,000 on the previous year. Our complaints team expertly and sensitively supported those whose complaints required investigation in reaching a resolution to their complaint. Often the conclusion will be that an IPSO complaints officer will help the complainant to negotiate a resolution with the publisher that leaves them feeling that their complaint has been recognised and rectified. Where resolution is not possible, the Complaints Committee will adjudicate.

IPSO's standards function collected the second year's annual statements from publishers, detailing their complaints record and, importantly, what changes they had made where they were found to be in breach.

During 2016, IPSO also launched an arbitration scheme as an alternative for those that might have gone to court with a claim, for example for libel. This is not an alternative to a complaint as it only covers issues that might have led to a court claim, but it does offer a low cost alternative to court.

As we reached the end of 2016, it was noticeable that people were judging IPSO by its own record, rather than in comparison to some imagined criteria. Sir Joseph Pilling's review of IPSO is the best independent assessment of IPSO that anyone has undertaken.

It sets out some recommendations for enhancing IPSO's independence and effectiveness, almost all of which we have accepted and many of which were implemented immediately. As Sir Joseph said: "These recommendations are not an attempt to save a failing organisation, rather they are intended to help a new regulator, which demonstrates early achievement, promise and commitment, to develop into a trusted, experienced regulator." ■



Upholding press standards



Developing guidance

- IPSO brought together editors and transgender volunteers to talk about the challenges of reporting stories featuring transgender individuals
- IPSO met with groups representing transgender individuals and their families
- IPSO produced editorial guidance for editors and journalists



Complaints analysis

- IPSO began a process of analysing complaints to identify and monitor concerns in coverage
- Complaints analysis will be used to identify areas of future work



Readers advisory panel

- IPSO recruited and launched readers panel
- Gives readers' perspectives on IPSO's work



Journalists advisory panel

- Recruited panel from across IPSO's membership
- Gives journalists' perspectives on IPSO's work



Annual statements

- IPSO assessed and published second set of annual statements, covering the period 1 January 2015 to 31 December 2015
- Examples of good practice at publishers include improved training and improved use of statistics



Requirements

- IPSO issued a new requirement – publishers must retain original copies of online articles that have been amended following a complaint

How do complaints feed into IPSO's wider work on press standards?

IPSO's complaints process is vital in providing assistance to those who are concerned about particular coverage, or journalistic conduct, but issues that arise from complaints handling also inform IPSO's broader work.

In 2016, we focused on ensuring that the daily work carried out by IPSO's complaints team feeds into IPSO's broader commitment to press standards. Published rulings on complaints provide useful guidance to editors, and members of the public, on the application of the Code. However, a large number of complaints and inquiries received by IPSO do not reach the final ruling stage, and may not be subject to a formal investigation. These complaints may raise issues under the Code, and it is important that IPSO is aware of these as they form an important part of our work. In 2016 the complaints team developed a closer relationship with IPSO's standards function, to contribute to their work in monitoring and analysing complaints. Concerns which cannot be addressed via IPSO's complaints process may be more appropriately dealt with by the standards team,

and we have been working closely together to broaden our oversight of press standards. In 2016 there were no standards investigations.

As IPSO makes and issues more decisions on complaints, it becomes easier to spot themes in the complaints we receive. We may receive a large number of complaints that relate to a specific subject of coverage, or complaints that raise issues about particular ways in which news is gathered. Even where a complaint cannot be taken forward, for example because it has been made by a third party, it is valuable for IPSO to know that it is of concern to the public, particularly where there is a pattern of similar complaints. Monitoring and analysing complaints received, and of course decisions by the Complaints Committee, has allowed IPSO's complaints team to assist the standards team in considering what guidance might be useful, both for the industry, and members of the public who want to better understand their relationship with the press. ■

Giblin-Jowett v Express.co.uk

IPSO provided assistance to a complainant who was concerned that Express.co.uk had published a gallery of products affected by EU regulation which contained a series of inaccuracies.

Following IPSO's intervention, the complaint was resolved to the complainant's satisfaction with the deletion of the gallery and publication of a correction. ■



IPSO complaints statistics 2015&16



Enquiries and complaints received by IPSO in:

2015: **12,278** 2016: **14,455**

Outcome of investigated complaints:



Resolved between complainant and newspaper
2015: **205**
2016: **226**



Resolved with IPSO mediation
2015: **64**
2016: **108**

Decisions by IPSO's Complaints Committee:



Upheld
2015: **60**
2016: **47**



Not upheld
2015: **183**
2016: **171**

Other action taken by IPSO in 2016



Proactive approaches **2**



Private advisory notice issued **44**



Advice offered which did not lead to a formal complaint **51**

Complaints IPSO was not able to deal with:

2015	2016	Reason
3,157	4,069	Did not raise any potential breach of the Editors' Code
3,128	1,656	Multiples (1 taken forward)
1	7	Ongoing legal proceedings
17	49	Reader comments which have not been moderated
765	496	Publication not a member of IPSO
137	155	Complaint not made in time
949	3,310	Third party complainant
74	122	Taste
2,764	2,738	Miscellaneous / general outside remit

673

1,203



Complaints not followed up by complainants



Complaints handling and beyond

Dealing with complaints

Dealing with individual complaints forms a large part of IPSO's work. In 2016, IPSO dealt with over 14,000 complaints and inquiries.

The complaints process offers those who feel that an IPSO member has fallen below the standards required in the Editors' Code the opportunity to seek redress. Complaints which are taken forward by IPSO, and those which are not resolved to the complainant's satisfaction, are decided by IPSO's Complaints Committee. All rulings are published on IPSO's website.

IPSO is developing a body of rulings that provide useful guidance on how the Editors' Code will be applied in any particular situation, and the published decisions show an evolving approach as the Committee considers new concerns. ■

Unwanted press attention or harassment concerns

In addition to providing redress for breaches of the Code through its complaints function, IPSO is able to intervene actively to prevent breaches and to assist members of the public who are struggling with being the subject of press interest, through its pre-publication and private advisory service.

Seeking comment from individuals is a standard means of gathering information for a story, and will sometimes be necessary in order to ensure that information published is accurate and not misleading, and to avoid a breach of the Code.

The vast majority of contact between the public and journalists is amicable and professional, and in many cases individuals welcome being offered the opportunity to give their side of a story. However, there are occasions where an individual journalist might overstep the mark or where a series of otherwise professional approaches become distressing.

The complaints team, who operate the pre-publication service, are able to provide practical advice about how to deal with journalistic enquiries, and guidance about how the Editors' Code might apply in a particular situation.

In addition to giving advice, IPSO operates a system of private advisory notices, which may be issued in appropriate cases. Forty-four such notices were issued in 2016. These enable IPSO to make the industry, or individual titles, aware of a concern that the Code has been or may be breached, or to communicate a specific request to the industry, such as to stop telephoning an individual. They can be issued prior to publication, to a specific publisher, or to the entire industry, including non-members and broadcasters, who receive them on a goodwill basis.

IPSO monitors the effectiveness of all notices by following up with the individuals concerned to check whether they had further problems. As a result, we know that the notices are extremely effective as a tool to prevent harassment. They can also pass on concerns about the potential publication of intrusive or private information or help people find space at a time of grief or shock – making clear, for example, that those who have suffered a bereavement do not want to talk to the press. They give individuals experiencing the sometimes overwhelming intensity of being at the centre of a high-profile story a bit of breathing space, and we feel strongly that they are also of benefit to publishers as well. ■



Case studies

These case studies, alongside the others featured in this report, illustrate the breadth of the issues that are brought before IPSO's Complaints Committee and how the Editors' Code will be applied in particular situations. ■

Farrow v Lancashire Evening Post

Kate Farrow complained that the Lancashire Evening Post breached Clause 3 (Privacy) and Clause 5 (Intrusion into grief or shock) in an article headlined "Student committed suicide in hotel room", published on 14 October 2015 (the Editors' Code was updated in early 2016).

The article reported on the inquest of Carly Potts, the complainant's stepdaughter. It said that the inquest had heard that Ms Potts had hanged herself and also reported that she had worked as a dancer in order to fund her university studies and to pay off debts. The online version included additional information on the method of suicide and was illustrated by a number of photographs of Ms Potts.

The complainant said that the content of the online article and images had caused considerable distress to Ms Potts' family. She said that the article had included explicit details of her stepdaughter's death, about which some members of the family had been unaware, and had focused inappropriately on her work in a gentleman's club. She said the newspaper had also published personal photographs of Ms Potts taken from her Facebook page, and that the images were "disproportionate" and inappropriate in number and

nature and had created an insensitive "lads' mag tone". The complainant also said that despite the coroner making clear that Ms Potts' father and grandmother did not wish to comment on the matter, her grandmother had been pressured to comment by reporters outside court.

The newspaper said that the story and photographs, which had been taken from an open Facebook page, had been supplied by a press agency and were published in good faith. It said that it had a duty to report on the inquest to ensure that the public understood the circumstances surrounding an untimely death. While it had great sympathy for members of the family who had been unaware of the method of Ms Potts' suicide, this information had been central to the inquest. The newspaper did not consider that identifying the item from which Ms Potts had been found hanged constituted excessive detail in the online article. The newspaper said it had raised the complainant's concerns regarding the conduct of reporters outside court with the agency that supplied the copy. It said it was sorry that the actions of others had added to the family's distress.

Newspapers are entitled to report on inquests, which



► are public hearings which play an important role in informing readers about the evidence presented during the proceedings, and the coroner’s conclusions regarding the facts surrounding a person’s death. However, inquests can be very upsetting for the families of the deceased as proceedings necessarily involve revisiting the events leading up to a person’s death in detail and may reveal information of which family members had previously been unaware. Therefore, it is particularly important that journalists make their enquiries with sensitivity and discretion.

The purpose of Clause 5 (Reporting of suicide) is to prevent the publication of material that might lead others to imitate a method of suicide. The online article had included a number of details relating to the method of suicide, which were not included in the print article. In particular, the publication of details concerning the items Ms Potts had used illustrated that they were easily accessible and could have led to simulative acts. These details were clearly excessive, and their publication was irresponsible. This

represented a breach of Clause 5 in the online article.

Reporters in attendance at the inquest into Ms Potts’ death had been informed by the coroner that members of the Potts family did not wish to comment on the case to newspapers. In the absence of any specific justification for persisting with inquiries, the approach to Ms Potts’ grandmother represented a failure to make enquiries with sensitivity and discretion, and an intrusion into the family’s grief in breach of Clause 5 (i).

The complaint was upheld under Clause 5 and in order to remedy the breaches of the Code, the newspaper was ordered to publish an adjudication on its website, with a link to the full adjudication appearing on the homepage for 24 hours; it was then archived online in the usual way. The same adjudication was published in print, omitting paragraphs 3, 6 and 8, which related to the breach of Code in the online article. It appeared on page 5, where the original article appeared, or further forward. ■

A man v Belfast Telegraph

A man complained that The Belfast Telegraph breached Clause 1 (Accuracy), Clause 2 (Privacy) and Clause 3 (Harassment) of the Editors’ Code of Practice in an article headlined “School rocked by teen’s Nazi tribute”.

The article reported on the complainant’s son’s entry in his school yearbook, which it explained was made up of short biographies of graduating students. The article claimed that the yearbook “included vile Nazi comments attributed to a pupil”.

The article named the school, but did not name the complainant’s son. It reported that in his yearbook entry, the complainant’s son had described himself as “British, Loyalist and Fascist”; had quoted: “It is not the truth that matters, but victory”, from Adolf Hitler’s autobiography ‘Mein Kampf’. The article included a picture of the yearbook entry, in which the complainant’s son’s face was pixelated.

The complainant said that the yearbook entry was written as an ‘in-joke’ and intended to be read only by a limited group of people: his son’s school friends. Publication to a wide audience by the newspaper breached his privacy.

The newspaper argued that publication was in the public interest and, in any event, only repeated material which the complainant’s son had been happy to put in the public domain.

IPSO’s Complaints Committee ruled that there was no breach of the Code, taking into account the nature of the material published – which did not concern the complainant’s son’s private life or directly identify him – and the complainant’s son’s own public disclosure of information. On the complainant’s own account the yearbook contained jokes about political history: his son did not, in the circumstances, have a reasonable expectation of privacy. ■

Buckingham Palace v The Sun

Buckingham Palace complained that The Sun breached Clause 1 (Accuracy) of the Editors' Code of Practice in an article headlined "Queen Backs Brexit" published on 9 March 2016.

The headline was based on reports that two unnamed sources had claimed that the Queen made critical comments about the EU at two private functions: a lunch for Privy Counsellors at Windsor Castle in 2011, and a reception for Members of Parliament at Buckingham Palace said to have taken place "a few years ago".

The complainant said that the Queen could not – for constitutional reasons – comment on the accuracy of those reports. However, they could not be used as evidence for a headline claim about the Queen's views on the EU referendum.

The complaint was the first opportunity for IPSO's Complaints Committee to consider the amendment to Clause 1 (Accuracy) of the Code,

brought into force in 2016, which required headlines to be supported by the text.

The Committee concluded that there was nothing in the headline, or the manner in which it was presented on the newspaper's front page, to suggest that this was the newspaper's conjecture, hyperbole, or not to be read literally. It was significantly misleading and the Committee upheld the complaint as a breach of Clause 1.

Having upheld the complaint, the Committee exercised its power to require the newspaper to publish an adjudication, which appeared in full on page two and online. The Committee also required that this be trailed on the newspaper's front page, and forced the newspaper to publish the words "IPSO RULES AGAINST SUN'S QUEEN HEADLINE" on page one, in a typeface, size and place of its choosing. ■

Haigh v Daily Express

Paul Haigh complained that the Daily Express breached Clause 1 (Accuracy) in a front page article headlined "EU Exit Boosts House Prices", published on 22 July 2016. He said that the newspaper had inaccurately reported that the vote to leave the European Union had "boosted" house prices and had included Hometrack figures which did not reflect the period following the referendum but related to the period leading up to it. He said the information had been deliberately manipulated to reflect positively on the vote to leave the EU.

The newspaper said that as the article was published only a few weeks after the referendum, it could only ever have reported a view of one month's house price figures. It said it had reported that house prices had risen "as" Britain voted to leave the European Union, not as a result of the vote to leave and that it had accurately reported that home loan figures for June 2016 had been the highest for eight years. It accepted that an error had been made in the first line of the print article, which stated that house prices had risen by 10 per cent in the "last month" and offered to publish a correction.

The Committee did not accept the newspaper's suggestion that the front page headline had not referred to the effect of the referendum result on house prices. In any event, any ambiguity in the headline was resolved by the first line of the print article, which had, inaccurately, supported the claim with the assertion that house prices had risen by 10 per cent in the "last month". Consequently, the article had given the clear impression that house prices had risen considerably as a result of the vote to leave the EU.

The complaint was upheld and as the seriously inaccurate information had appeared prominently in the front-page headline, and had been compounded by a further significant inaccuracy on the front page of the print article, the Committee required the newspaper to publish a reference to the adjudication on the front page, directing readers to the full adjudication, which was published on page five as well as on the publication's website. ■

Murray v Various

Representatives of Sophia Murray (the daughter of Andy Murray) complained that the Daily Mail, Mail Online, Telegraph.co.uk and The Sun breached Clause 2 (Privacy) and Clause 3 (Harassment) and Clause 6 (Children) of the Editors' Code of Practice in articles published in June 2016. All the articles featured pictures of Kim Murray pushing Sophia Murray in a pram at Wimbledon during the Championships.

The complainant's representatives said that the taking of photographs of her in a pram without the knowledge or consent of her parents, and the subsequent publication of these, was an intrusion into her private and family life. They said that the complainant's parents had made it clear to newspapers that they objected to photographs of their daughter being taken and published, and that this was likely to cause harm and distress. They also said that Kim Murray was jostled and pushed by a group of unknown photographers and in these circumstances, the taking and publication of the photographs constituted harassment.

The newspapers said that the complainant did not have a reasonable expectation of privacy in the circumstances in which the photographs were taken. They said that the complainant and her mother were arriving at one of the highest profile sporting events of the year via Gate 16, an entrance used by members of the media, players, and officials and overlooked by an area which is designated for photographers, and that the complainant's mother had been photographed arriving via Gate 16 in previous years. Further, they said that the photograph did not engage any issues involving Sophia Murray's welfare nor did it reveal anything private about the child. They said that had the complainant's parents wished to take steps to avoid her being photographed, they could have done so.

Whether an individual has a reasonable expectation of privacy is highly sensitive to the facts of a case. In this instance, the complainant was a very young child who could not be described as a public figure. At the

same time, she was being taken by her mother through a press entrance to Wimbledon where there would inevitably be a very large number of spectators and photographers. While the gate used by the complainant was not a ticket-holders' entrance, it was a public location and photographers were allowed to stand in a position overlooking it. There was no suggestion that any photographer had targeted, or sought-out the complainant.

At the time of the photography, the complainant was being pushed in a pram, and while the Committee accepted that this showed her engaged in a family activity, it was relatively unremarkable. Furthermore, as a result of the complainant's age, and the fact that her face was only partially visible, the Committee did not consider that the complainant was recognisable or identifiable from the photographs or that they disclosed any identifying or private information about her.

Having regard for all these factors, the Committee concluded that the nature of the photograph and circumstances and location in which it was taken meant that the complainant did not, at that time, enjoy a reasonable expectation of privacy. As such, neither the taking nor publication of the photograph breached Clause 2. The Committee emphasised that this finding was highly specific to the circumstances of this case, and particularly the fact that these photographs were taken within the grounds of Wimbledon during the Championships.

The information the photographs contained about the complainant were not issues involving her welfare, and no newspaper had published details of the complainant's private life. As such, there was no breach of Clause 6. ■



Publisher statistics

Publishers (and number of publications)	Investigated complaints				
	Breach - sanction: action as offered by publication	Breach - sanction: publication of correction	Breach - sanction: publication of adjudication	Resolved - IPSO mediation	No breach - after investigation
ACT Publishing Ltd (3)	0	0	0	0	0
Annandale Observer Limited (DNG Media) (5)	0	0	0	0	0
Archant Community Media (225)	1	0	0	0	0
Associated (7)	7	0	3	34	20
The Barnsley Chronicle Limited (4)	0	0	0	0	1
Bauer Consumer Media Limited (41)	0	0	0	0	0
Baylis Media Limited (6)	0	0	0	0	0
British Film Institute (1)	0	0	0	0	0
Cedar Communications Limited (22)	0	0	0	0	0
CIlex Journal (2)	0	0	0	0	0
Citywire Financial Publishers (9)	0	0	0	0	0
Cumbrian Newspapers (CN Group) Ltd (18)	0	0	0	0	1
Condé Nast (23)	0	0	0	0	0
Connect Publications (Scotland Ltd) (2)	0	0	0	0	0
Cumberland and Westmorland Herald Limited (2)	0	0	0	0	0
DC Thomson Limited (34)	1	0	0	1	1
Director Publications (2)	0	0	0	0	0
Earl of Stair (2)	0	0	0	0	0
Eye to Eye Media (46)	0	0	0	0	0
Faversham House Ltd (10)	0	0	0	0	0
Fusion Flowers Limited (2)	0	0	0	0	0
Future Plc (75)	0	0	0	0	0
George Boydon & Son (4)	0	0	0	0	0
Glossop Gazette (1)	0	0	0	0	0
Guernsey Press Company Limited (7)	0	0	0	0	0
H Bauer Publishing (7)	0	0	0	2	1
Hampshire Media Limited (1)	0	0	0	0	0
Haymarket Media (49)	0	0	0	0	0
Heads (Congleton) Ltd [Congleton Chronicle Series] (5)	0	0	0	0	0
Hearst Rodale UK Limited (8)	0	0	0	0	0
Hello Limited (2)	0	0	0	0	0
Hirst Kidd & Rennie (9)	0	0	0	0	0
Immediate Media Company Limited (63)	0	0	0	0	0
Independent News & Media (4)	1	0	0	0	5
Isle of Wight County Press (3)	0	0	0	0	0
Jersey Evening Post Limited (6)	0	0	0	0	0
Johnston Press (204)	0	0	0	4	6
Kent Messenger Group (27)	0	0	0	0	1
Landor Links Limited (10)	0	0	0	0	0
Living Along the Thames (2)	0	0	0	0	0
Life and Work (Church of Scotland) (2)	0	0	0	0	0

Publishers (and number of publications)	Breach - sanction: action as offered by publication	Breach - sanction: publication of correction	Breach - sanction: publication of adjudication	Resolved - IPSO mediation	No breach - after investigation
Miles-Bramwell Executive Services (2)	0	0	0	0	0
MNA (34)	0	0	0	0	3
The National Magazine Company (Hearst Magazines UK) (35)	0	0	0	0	0
Newark Advertiser (6)	0	0	0	0	0
NewBay Media (17)	0	0	0	0	0
Newbury News Limited (3)	0	0	0	0	0
News UK (7)	9	0	4	19	36
Newsquest Media Group (489)	0	0	0	4	19
Northern & Shell Plc (13)	6	1	5	15	15
NWN Media Ltd	0	0	0	1	0
Orkney Media Group Limited (4)	0	0	0	0	0
Paragraph Publishing (7)	0	0	0	0	0
Pinpoint Scotland Ltd (8)	0	0	0	0	0
Plenham Ltd (7)	0	0	0	0	0
Press Association (1)	0	0	0	0	0
Press Gazette (1)	0	0	0	0	0
PSI Group (1)	0	0	0	0	0
PSP Media Group (6)	0	0	0	0	0
Recycler Publishing & Events Ltd (2)	0	0	0	0	0
Regional Media Ltd (5)	0	0	0	0	0
Scottish Provincial Press Ltd (18)	1	0	0	0	0
Shortlist Media Limited (6)	0	0	0	0	0
Stage Media Company (2)	0	0	0	0	0
Sussex Living Ltd (2)	0	0	0	0	0
Telegraph Media Group (3)	1	0	0	6	6
TES Global (4)	0	0	0	0	0
The Irish News (4)	0	0	0	0	0
The Jewish Chronicle (2)	0	0	0	0	1
The Lady (2)	0	0	0	0	0
Southwark Newspaper Limited (3)	0	0	0	0	0
The Spectator (2)	0	0	0	1	2
Time Inc (63)	0	0	0	0	0
Tindle (16)	0	0	0	0	0
Trinity Mirror (373)	6	0	1	21	40
Unity Media plc (10)	0	0	0	0	0
Veterinary Business Development Limited (5)	0	0	0	0	0
Vivat Direct (2)	0	0	0	0	0
Waypride Ltd T/A Champion Media Group (9)	0	0	0	0	0
WI Enterprises Limited (1)	0	0	0	0	0
Wyvex Media Ltd (21)	0	0	0	0	0



Top 25 complained about publications

Investigated complaints

Publications	No. of complaints in remit and taken forward	No. of articles complained about*	Rejected**	Resolved	Upheld	Not upheld
Daily Mail (Associated Newspapers Limited)	3140	307	239	28	2	10
The Sun (News UK)	2978	268	172	47	8	10
Mail Online (Associated Newspapers Limited)	1104	601	381	52	5	8
Daily Express (Northern & Shell PLC)	741	135	95	14	4	8
The Times (News UK)	544	80	51	4	3	12
The Daily Telegraph (Telegraph Media Group Ltd)	387	148	96	16	1	5
Daily Star (Northern & Shell PLC)	382	47	36	4	0	2
thesun.co.uk (News UK)	377	70	45	16	0	3
The Mail on Sunday (Associated Newspapers Limited)	361	63	46	5	2	3
Sunday Life (Independent News & Media)	238	10	5	0	0	3
Daily Mirror (Trinity Mirror)	193	106	69	13	0	4
Daily Record (Trinity Mirror PLC)	183	71	51	4	3	5
The Sun (Sunday) (News UK)	139	11	4	3	0	5
express.co.uk (Northern & Shell PLC)	116	87	46	16	6	5
Mirror.co.uk (Trinity Mirror PLC)	113	61	42	7	1	5
The Sunday Times (News UK)	94	41	28	5	2	3
Metro (Associated Newspapers Limited)	82	46	38	3	0	0
Telegraph.co.uk (Telegraph Media Group Ltd)	76	61	44	4	0	0
The Sentinel (Trinity Mirror PLC)	62	13	11	0	0	0
Scottish Daily Mail (Associated Newspapers Limited)	61	10	7	0	0	2
Nottingham Post (Trinity Mirror PLC)	57	21	21	1	0	1
Manchester Evening News (Trinity Mirror PLC)	45	29	22	2	0	3
The Belfast Telegraph (Independent News & Media)	37	20	11	1	1	4
Bristol Post (Trinity Mirror PLC)	35	16	10	0	1	2
Metro.co.uk (Associated Newspapers Limited)	33	21	10	7	1	0

* This figure does not include complaints where complainants did not specify an article

** This figure includes all complaints considered outside remit but not those which were not pursued. Full list available at www.ipso.co.uk



Pilling Review

Sir Joseph Pilling, former Permanent Secretary to the Northern Ireland Office and Director General of the Prison Service, conducted an external review of IPSO’s independence and effectiveness, publishing his findings in October 2016.

Sir Joseph’s review contained 45 recommendations. In addition, he undertook a study of the Leveson Inquiry and the recommendations that flowed from it, concluding that IPSO met the vast majority of them.

Pilling introduced his findings by stating that it was “...clear that already there are some important achievements” and that “these recommendations are not an attempt to save a failing organisation, rather they are intended to help a new regulator, which demonstrates early achievement, promise and commitment, to develop into a trusted, experienced regulator”.

On the matter of IPSO’s independence, his first finding was that he had “... seen no evidence of IPSO’s decision-taking being improperly influenced by the industry” and that “IPSO’s upholding of a complaint is taken very seriously by the industry.” Sir Joseph found many positives in

relation to IPSO’s complaints work describing its complaints officers as providing “high quality assistance” to complainants and remarking that the correspondence between IPSO and complainants is of a very high standard.



Pilling’s 70 page review...contained 45 recommendations. In addition, he undertook a study of the Leveson Inquiry and the recommendations that flowed from it, concluding that IPSO met the vast majority of them.



He also noted some of the challenges faced by IPSO included, the ‘uphill task’ for IPSO to prove that it deserves to be trusted as independent regulator, the medium-term inflexibility of IPSO’s contracts with its members and challenges around digital media.

In terms of IPSO’s standards function, the review noted that IPSO had put a great deal of effort into the preparation of an investigation should it be needed and that it

would be a “...serious mistake to launch a standards investigation on relatively flimsy grounds. It ought to be exceptional.”

The review made a number of recommendations around staff training, IPSO’s standards function, arbitration, raising public awareness and funding going forward. IPSO will be taking forward recommendations in response including reviewing communications with complainants and new codes of conduct for Board and Committee members. The review and IPSO’s full response can both be seen on IPSO’s website.

Sir Alan Moses, commented at the time: “Sir Joseph Pilling’s independent review has recognised the high quality assistance our staff offer to the public and the important achievements IPSO has made in its first two years.

His recommendations will help us to strengthen a well-functioning organisation into a mature regulator. We have begun to implement some of the recommendations and where it is appropriate we continue to discuss future developments with the Regulatory Funding Company and the Editors’ Code Committee.”■





External affairs

Talking about our work



New website with enhanced functionality



Establishing an annual lecture



Country-wide roadshow events



Twitter Q&As



Talks to students, local government, faith groups, researchers



Engaging with Parliament



Discussing key regulatory issues on TV and radio and with newspapers

The IPSO 2016–20 strategic plan contains a number of commitments specifically focused on communication and engagement with IPSO’s members, the public, and other interested parties like academia, NGOs, pressure groups, politicians and media commentators.

In 2016 the organisation was significantly more proactive in raising its profile and promoting awareness of its work. Key to that was the new IPSO website, launched in June 2016, which offered enhanced functionality and refreshed information about IPSO’s services.

Sir Alan Moses was at the heart of IPSO’s increased engagement. Over the course of the year, he was interviewed by TV, radio and newspapers – both those regulated by IPSO and not. He delivered the first annual IPSO lecture at King’s College London in April 2016. Entitled ‘Reality Regulation’, the lecture explored IPSO’s achievements since its establishment in 2014 and was described by media commentator Roy Greenslade as a “trenchant and witty defence of IPSO’s achievements”.

In September, Sir Alan was one of a four-strong panel at IPSO’s first roadshow meeting in Birmingham. The evening was chaired by the BBC’s Adrian Goldberg, who was joined by local editors Keith Harrison (Express and Star) and Marc Reeves (Birmingham Mail) along with Dr Rachel Matthews (Principal Lecturer in Journalism at Coventry University). More than 50 members of the public, including local councillors, faith groups and students discussed press regulation in the UK, how well IPSO is doing and how it can improve. Sir Alan, Matt Tee and other IPSO staff met with a significant number of Westminster parliamentarians ►



- ▶ both one-to-one and in wider groups, including the long-established Media All Party Parliamentary Group (APPG). Sir Alan also addressed the founding meeting of the Religion in the Media APPG. He also gave evidence, with Matt Tee, to both the Commons and Lords select committees on IPSO's work.

Digital work formed a key part of IPSO's outreach work during 2016 with Twitter Q&A sessions giving interested parties the chance to debate and discuss key issues. Staff gave more than 30 presentations to university media students, conferences, press attachés, visiting overseas journalists, PR professionals and researchers, speaking to almost 1,000 people in the process.

IPSO's communications work in 2016 was very deliberately not about leaping at every opportunity to comment on an issue, particularly where no direct regulatory intervention was necessary. There were though, opportunities to communicate the robustness of IPSO's work and to counter incorrect and misleading assertions. As well as a number of high-profile cases, such as the

'Queen Backs Brexit' ruling, Sir Joseph Pilling's external review into IPSO's independence and effectiveness, covered in detail elsewhere in this report, raised a number of issues that enabled IPSO to illustrate its work.



"Private polling evidence showed that awareness of IPSO grew significantly during the year"



Private polling evidence showed that awareness of IPSO grew significantly during the year. The fact that more than 14,000 complaints were received during 2016 suggests that even though a proportion of the public may not be able to name the organisation, they know where to find it. ■

McConnell v various

IPSO intervened in complaints brought by The Rt Hon Lord McConnell of Glenscorrodale, First Minister of Scotland 2001–7, in relation to articles published in the Scottish Daily Express, Daily Star of Scotland, Evening Times and The Herald (Glasgow). Lord McConnell complained that these articles had identified him in connection with criminal proceedings against a family member, to which he was irrelevant, and that he had not been contacted by the publishers in advance of publication.

Lord McConnell's complaints were successfully mediated by IPSO, which negotiated private letters of apology from each title, as well as assurances about how similar stories would be handled in future. ■





Arbitration

IPSO launched an arbitration scheme in July 2016. The scheme was devised as an alternative to court proceedings, designed to make resolution of legal disputes against the press quicker and cheaper.

The aim was to increase access to justice for ordinary members of the public and smaller publications that would otherwise be unable to afford lengthy court battles.

IPSO contracted with the Centre for Effective Dispute Resolution to develop and administer the scheme. Eight experienced media law barristers were appointed to act as independent arbitrators.

IPSO secured the participation of major newspaper and magazine titles, including national titles published by Trinity Mirror, Telegraph Media Group, Northern and

Shell, News UK and Associated Newspapers, as well as Condé Nast publications, the Liverpool Echo and the Press Association.

The scheme was widely promoted online and staff gave a number of talks with claimant media law firms. The scheme was widely reported and discussed.

During the course of the pilot, IPSO also redeveloped information to make the scheme accessible to non-experts.

In the period between the scheme’s launch and the end of the year, IPSO did not receive a request to use the scheme. We continue to develop proposals for improving access to the scheme and the promotion of arbitration. ■

Dell’Olio v Mail on Sunday

IPSO was able to resolve a complaint from Nancy Dell’Olio, about an inaccurate claim that she had undergone a non-surgical rhinoplasty, published after the newspaper had been approached by an individual purporting to be her PR representative.

Following mediation, the complaint was resolved by the publication of the following correction: An article on January 31 2016, suggested that Nancy Dell’Olio may have had some non-surgical cosmetic treatment from a London specialist. We are happy to make clear that Ms Dell’Olio has had no such treatment and does not know the doctor mentioned. ■



Understanding the arbitration scheme

Resolves legal claim against the press including:



No need for court



The advantages of the arbitration scheme

Fair and quick



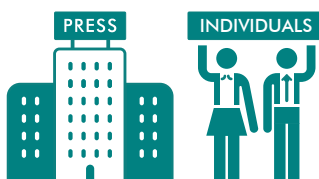
Independent legal experts



Keeps legal costs down



Reduces inequality...



...Putting individuals and newspaper legal teams on an equal footing

Parties must agree to arbitrate
IPSO guides you through the process

Fees

Claimant = Making the claim | Publisher = Claim is against

Publisher: £300 +VAT
Claimant: £300 +VAT



1. Arbitrator appointment

- Parties assigned an independent arbitrator who acts as a judge.
- Arbitrators = barristers with media law expertise and at least 10 years experience.

Publisher: £3500 +VAT
Claimant: Free



2. Preliminary ruling

- Private ruling on core issues indicating likely success of claim.
- Free and allows for informed settlement talks.



3. Interim period

- Arbitration paused for party settlement talks.
- Most claims should be settled or withdrawn without the need for further arbitration.



4. Decision making

- Parties can therefore:

Settle case	or	Drop action
Getting remedies without further cost.		Withdrawing claim without further cost.

Request ruling

Either party may make a request.

Publisher: £2500 +VAT
Claimant: £2500 +VAT



5. Final ruling

Claim upheld

- Awards costs to the claimant as appropriate.
- Possible remedies inc. damages up to £50,000.

Claim dismissed

- Claimant loses but generally won't be asked to pay fees or costs to publisher.



IPSO Board

IPSO’s Board is responsible for the oversight, vision and strategic direction of the organisation. They monitor performance; provide advice, challenge and support; and are responsible for appointing the Complaints Committee.

All Board members are selected by IPSO’s Appointments Panel. The majority have no connections with the newspaper and magazine industry. Others have recent senior experience and offer expertise in the area of press standards. ■



**Rt. Hon Sir Alan Moses,
Chairman of the Board**

Former Lord Justice of Appeal. He previously served as a High Court Judge (Queen’s Bench Division) and as Presiding Judge of the South Eastern Circuit.



**Anne Lapping,
Deputy Chair**

Former Vice Chairman of the Council and Court of the London School of Economics and has previously worked for, amongst many others, ITV and the Economist.



Richard Hill MBE

The Northern Ireland member of the Ofcom Communications Consumer Panel. He also runs his own media consultancy Titanic Gap Ltd.



Trevor Kavanagh

Columnist and assistant editor at The Sun. He was the paper’s political editor from 1983-2006 and chief leader writer until 2008.



Sir Martyn Lewis

Former television news journalist who presented national news programmes on both ITV and BBC.



Mike Soutar

Multi-award winning magazine professional with more than thirty years' experience in the sector. He is Chairman and co-founder of Shortlist Media Limited.



Charles McGhee

Former editor of The Herald in Glasgow and is now an Honorary Professor in Journalism and Media at Glasgow Caledonian University.



Claire Singers

30 years of experience as a public relations consultant and was Managing Director and joint owner of LD Communications, one of the UK's leading entertainment agencies.



Ruth Sawtell

Currently a Board member at the Parliamentary and Health Service Ombudsman and at the Phone-paid Services Authority. She was previously a council member at both the Advertising Standards Authority and the Nursing and Midwifery Council.



Keith Perch

Former editor of the Leicester Mercury, the Derby Telegraph and the South Wales Echo (Cardiff). He is currently a senior lecturer in journalism at the University of Derby and a media consultant.



Mehmuda Mian

Practised as a solicitor specialising in commercial and professional indemnity litigation. She previously worked at the Law Society investigating complaints against solicitors and has chaired independent review panels for the NHS.



Charles Wilson

Former managing director of the Mirror Group Newspapers and has previously been editor of The Times, Independent, the Scottish Sunday Standard, Glasgow Herald and the Chicago Sun Times. He is Vice-Chairman of Addaction.

Richard Reed CBE – Stood down from the Board in 2016

Kevin Hand – Served on the Board until April 2016





IPSO Complaints Committee

The Complaints Committee is the ‘jury’ which judges complaints relating to potential breaches of the Editors’ Code. They decide on what a newspaper or magazine should do if the Code has been breached and where this should appear.

The Committee has 12 members including IPSO Chairman Sir Alan Moses, who is the Committee’s Chair. The majority of the members are independent and have no connections with the newspaper and magazine industry. Others have recent senior experience in the newspaper or magazine industries but are not currently serving editors. ■



**Richard Best,
Deputy Chair of the
Complaints Committee**

Richard Best spent more than 25 years working in print media and served as editor of the North Devon Journal, Mid Devon Gazette and West Briton. He now runs the consultancy Straightshot Communications.



Lara Fielden

Lara Fielden is an author and policy analyst. She is a visiting fellow and research associate at the Reuters Institute for the Study of Journalism and a former broadcasting regulator, managing fairness and privacy adjudications at Ofcom.



Janette Harkess

Janette Harkess is a former journalist who has worked in senior roles across a range of titles in Scotland. She was Head of Media for the Glasgow 2014 Commonwealth Games and was previously Director of Policy and Research for the Scottish Council for Development and Industry.



Gill Hudson

Gill Hudson is a multi-award-winning editor. She was Chair of the Editorial Training Consultants Committee for the Professional Publishers Association from 2009-12 and won the Mark Boxer Award in 2011 for her contribution to the industry. She is now a part-time writer and consultant.



David Jessel

David Jessel's television series *Rough Justice* and *Trial and Error* led to the quashing of more than a dozen criminal convictions. He gained regulatory experience at the Advertising Standards Authority and at PhonePayPlus.



Nina Wrightson OBE

Nina Wrightson is currently Deputy Chair of the NHS Litigation Authority. She chairs Fitness to Practice Hearings for the Nursing and Midwifery Council and is a Public Member of Network Rail.



Jill May

Jill May has over 25 years experience in financial services. She is currently a Panel Member at the Competition and Markets Authority and is also a Non-Executive Director.



Matthew Lohn

Matthew Lohn is a Senior Partner at Fieldfisher and the Chair of the firm's Supervisory Board. He practises as a solicitor in the public and regulatory law team.



Neil Watts

Neil Watts is a former secondary school headteacher and now works as a consultant headteacher for Suffolk County Council. He has previously been a Council Member and Deputy Chairman of the Advertising Standards Authority. He is currently a Board member of Ofqual and the Architects Registration Board.



Peter Wright

Peter Wright is Editor Emeritus at Associated Newspapers and was a member of the Implementation Group which co-ordinated the newspaper industry's response to the Leveson Inquiry and the creation of IPSO. He was formerly Editor of *The Mail on Sunday*, and a member of both the Editors' Code Committee and the Press Complaints Commission.



Elisabeth Ribbans

Elisabeth Ribbans is a former managing editor of the *Guardian* and was a journalist for more than 25 years. She now works as an editorial consultant and is an adjudicator on the Code Compliance Panel of PhonePayPlus and a member of the Portman Group's Independent Complaints Panel.



IPSO's senior staff

IPSO's has 20 members of staff including the Chairman. They are a mix of complaints officers, systems staff, the standards team and communications professionals. IPSO's Senior Staff are as follows. ■



Matt Tee,
Chief Executive

Matt is responsible for leading the organisation and works closely with the Chairman to implement strategy and direction as agreed with the Board. Before IPSO, Matt's career had been in the NHS and the civil service, with his most recent post being Chief Operating officer of the NHS Confederation. Between 2008–11 he was Permanent Secretary for Government Communication, overseeing communications and marketing for the UK Government.

matt.tee@ipso.co.uk



Charlotte Dewar,
Director of Operations

Charlotte manages IPSO's complaints, standards, arbitration and systems functions. She was previously Director of Complaints and Pre-Publication Services of the Press Complaints Commission.

Before joining the PCC, Charlotte worked in the office of the independent readers' editor at The Guardian.

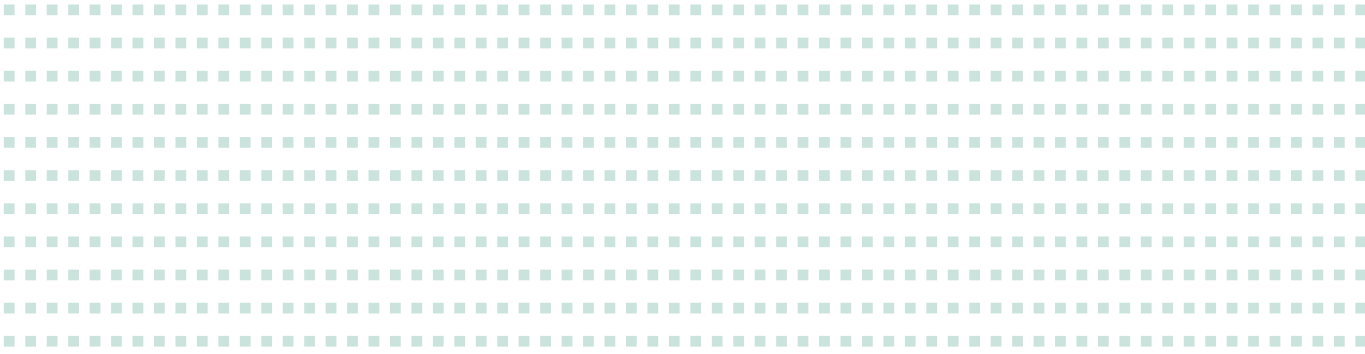
charlotte.dewar@ipso.co.uk



Niall Duffy,
Director of External Affairs

Niall leads on IPSO's external communications work, including Public Relations, Public Affairs, digital, events, education and stakeholder outreach. He was formerly the Director of Communications at Flybe, and has worked in communications and government relations for the RSPCA, Nestle UK and is a former Leader of Southwark Council.

niall.duffy@ipso.co.uk



**Ben Gallop,
Head of Complaints**

Ben is jointly responsible for managing IPSO's complaints function with specific responsibility for managing investigation of complaints and supporting the Complaints Committee's decision making processes. He also leads on IPSO's pre-publication and anti-harassment work. Prior to IPSO he studied law and media regulation as a postgraduate, and worked at the Press Complaints Commission as a Complaints Officer.

ben.gallop@ipso.co.uk



**Bianca Strohmann,
Head of Complaints**

Bianca is jointly responsible for managing IPSO's complaints function, with specific oversight of the initial assessment and referral stages. She has a degree in Modern Languages and formerly worked in publishing.

bianca.strohmann@ipso.co.uk



**Charlotte Urwin,
Head of Standards**

Charlotte's responsibilities include developing guidance for journalists, monitoring compliance with the Editors' Code of Practice, and developing and overseeing IPSO's Standards Investigation procedures. Charlotte previously worked for the Health and Care Professions Council as Policy Manager and has also worked for charities and for the Department of Health.

charlotte.urwin@ipso.co.uk





IPSO's members

Hort News • The Commercial Greenhouse Grower • The Fruit Grower • The Vegetable Farmer • Bingham Advertiser • Newark Advertiser • Southwell Advertiser • The Newark Trader • Air Gun Shooting • Air Gunner • Airgun World • Airgun World • Angel Resident • Attleborough Mercury • Barking & Dagenham Post • Beccles & Bungay Journal • Berkshire & Buckinghamshire Life • Bexley Times • Brent & Kilburn Times • Brentwood Recorder • Bromley Times • Bury Mercury • Cambs Times • Canal Boat • Cheshire Life • Clay Shooter • Coastal Scene • Complete France • Cornwall Life • Cotswold Bride • Cotswold Life • Cranbrook Herald • Derbyshire Life • Dereham Times • Devon Life • Diss Mercury • Dorset Magazine • Dorset, Wiltshire & Hampshire Bride • Dunmow Broadcast • East Anglian Daily Times • Eastern Daily Press • EDP Norfolk • Ely Standard • Exmouth Herald • Exmouth Journal • Fakenham & Wells Times • France • French Property News • Great Yarmouth Advertiser • Great Yarmouth Mercury • Grove Resident • Hackney Gazette • Ham and High Broadway • Ham and High Express • Hampshire Life • Harleston Mercury • Herfordshire, Cambridgeshire & Bedfordshire B • Herts Advertiser • Hunts Post • Ilford Recorder • Ipswich Star • Islington Gazette • Kent Bride • Kent Life • Kent on Sunday • Kentish Times • Lancashire Life & Lake District Life • Let's Talk • Living Edge • Living France • Living South Resident • London Bride • Lowestoft Journal • Midweek Herald • Midweek Herald • Newham Recorder • North Devon Gazette • North Norfolk News • North Somerset Times • Norwich Evening News • Norwich Resident • NW Resident • Photography Monthly • Pilot • Professional Photographer • Pure Weddings • Richmond & Barnes Resident • Romford and Havering Post • Romford Recorder • Saffron Walden Reporter • Sidmouth Herald • Somerset Life • South West Bride • Sporting Shooter • Star Advertiser • Stowmarket Mercury • Sudbury Mercury • Surrey Bride • Surrey Life • Sussex Life • SW Resident • The Comet • The Docklands & East London Advertiser • The Guide Resident • The Hill Resident • The Resident • The Royston Crow • Theford & Brandon Times • Tillergraph • Watton and Swaffham Times • Waveney Advertiser • Wedding Site • Welwyn & Hatfield Times • Weston, Worle & Somerset Mercury • Weston, Worle & Somerset Mercury Midweek • Westside Resident • Wild Travel • Wisbech Standard • Wood and Vale • Woodford Recorder • Wymondham and Attleborough Mercury • Yorkshire Bride • Yorkshire Life • Norwich Extra • The New European • Royal Coast Resident • Pink 'Un • Downham Market Life • Mildenhall Mercury • Suffolk Resident • Midweek Mercury • My Town Bideford • Dartford and Gravesend Reporter • Essex Life • Hertfordshire Life • Exeter Life • Country Smallholding • Your Chickens • Agricultural Trader • Cheshire Bride • Norfolk & Suffolk Bride • Essex Bride • Berks & Bucks Bride • Lancashire Bride • Marry in Norfolk • A Suffolk Ceremony • Daily Mail • Irish Daily Mail • Mail Online • Metro • Metro.co.uk • Scottish Daily Mail • Scottish Mail on Sunday • The Mail on Sunday • You • Aloud.com • Angling Times • Askamum.co.uk • Automotive Management • Bike • Bird Watching • Car • Car Mechanics • Classic Bike • Classic Car Weekly • Classic Cars • Classic Cars for sale • Closer • Country Walking • Digital Photo • Empire • Fleet News • Garden Answers • Garden News • Go Fishing • Golf World • Grazia • Heat • Horse Deals • Improve Your Coarse Fishing • Kerrang! • Land Rover Owner • Landscape • Live for the Outdoors • MATCH! • MCN • Model Rail • Mojo • Parkers • Performance Bikes • Pet Product Marketing • Photo Answers • Practical Classics • Practical Fishkeeping • Practical Photography • Practical Sportsbikes • Q • Rail • Ride • Sea Angler • Sewells.co.uk • Steam Railway • The Debrief • The Equaliser • Today's Golfer • Top Sante • Trail • Trail Running • Trout & Salmon • Trout Fisherman • What Bike? • Woman's World • Wikipedia • Your Horse • Yours • Landscape • Maidenhead Advertiser • Slough & South Bucks Express • Windsor, Ascot & Eton Express • Sight & Sound • High Life Where in the World • Tesco toys • LBSR Leadership Special • LBS HR • Cilex Journal • Citywire America • Citywire Asia • Citywire Global • Citywire Income + • Citywire New Model Adviser • Citywire Risk • Citywire Wealth Manager • Carlisle Living • Cumberland News • Cumbria Life • Cumbria Live • Dumfries & Galloway Life • Eskdale & Liddesdale Advertiser • Hexham Courant • In-Cumbria Business Magazine • News & Star • North-West Evening Mail • Prudhoe Local • The Cumberland News • The Whitehaven News • Times & Star • Tyne Out • Tynedale Life • Tynedale Visitor • Scottish Dental Magazine • Cumberland & Westmorland Herald • Lake District Herald • Twirlywoos • Noddy • Dangerous • 110% Gaming • Aberdeen Citizen • Animals and You • Commando • Dennis & Gnasher Epic • Energy Voice • Evening Express • Evening Telegraph • My Weekly / My Weekly Specials • Press & Journal • Scottish Wedding Directory • Shout • Sunday Post • The Beano • The Courier • The Official Jaqueline Wilson Magazine • The People's Friend • The Scots Magazine • The Weekly News • WWE • Director Magazine • Annandale Herald • Annandale Observer • DNG24 • Dumfries Courier • Dunoon Observer • Argyllshire Standard • Moffat News • Stranraer & Wigtonshire Free Press • Desalination and Water Reuse Magazine • Edie • Local Authority Waste & Recycling Magazine • Utility Week Magazine • Water & Wastewater Treatment Magazine • Wet News Magazine • Fusion Flowers Magazine • Fusion Flowers Weddings • 3D World • Apple Bookazines • Camera Shopper Bookazine • Computer Arts • Computer Arts Bookazine • Computer.Music • Creativeblog.com • Digital Camera World • Edge • Future Music • GamesMaster • GamesRadar+ • Gizmodo • Guitar Techniques • Guitarist • Guru Guides • Imagine FX • Kotaku • Lifehacker • Linux Format • MacFormat • Made Simple Bookazines • Music Radar • Net • Net Bookazines • N-Photo • Official Playstation • Official Xbox • PC Format • PC Gamer • Photography Week • Photography Masterclass Bookazine • PhotoPlus • Practical Photoshop • Rhythm • SFX & Total Film Specials • SFX • T3 • Tech Handbooks • Tech Tips Bookazine • TechRadar • Total Film • Total Film Compact • Total Guitar • Windows Help & Advice • Stratford-upon-Avon Herald • Guernsey Press • Bella • Fate & Fortune • Take a Break • That's Life • Total TV Guide • TV Choice • Hampshire Independent • Mid Hampshire Observer • West Hampshire Observer • Management Today • FS • Autocar • Campaign • Car & Accessory Trader • Classic and Sports Car • Event Magazine • FourFourTwo • Horticulture Week • Management Today • Marketing • Motorsport News • Piston Heads • PR Week • Practical Caravan • Practical Motorhome • Stuff • Third Sector • What Car • What Hi-Fi? • Alsager Chronicle • Biddulph Chronicle • Congleton Chronicle • Sandbach Chronicle • The Chronicle Series • All About Soap • All About You • Best • Company • Cosmopolitan • Country Living • Digital Spy • Elle • Elle Decoration • Esquire • Good Housekeeping • Handbag • Harpers Bazaar • House Beautiful • Inside Soap • Net Doctor • Prima • Real People • Red • Reveal • Sugarscape • Town and Country • Fetch Everyone • Men's Health • Runner's World • Women's Health • Hello! • Oldham Business Edge • Knowledge • Primary • Oldham Evening Chronicle • Oldham Extra • Saddleworth Extra • Tameside Extra • Bourne Local • Bury Free Press • Diss Express • Fenland Citizen • Grantham Journal • Haverhill Echo • Lincolnshire Free Press • Lynn News • Newarkmarket Journal • Rutland and Stamford Mercury • Rutland Times • Spalding Guardian • Suffolk Free Press • 220 Triathlon • 365 Cross-Stitch designs • Alphablocks • BBC Good Food • BBC History • BBC Music • BBC Wildlife • Blonde Hair • Blossom • Bob The Builder • Cardmaking & Papercraft • Cbeebies Art • Cbeebies Magazine • Cbeebies Specials • Countryfile • Craftseller • Cross Stitch Card Shop • Cross Stitch Crazy • Cross Stitch Favourites • Cross Stitch Gold • Dinosaur Roar app • Doctor Who 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Review • Alfreton Chad • Arbroath Herald • Ashfield Chad • Ashford Herald • Ballymena & Antrim Times • Ballymoney and Moyle Times • Banbridge Leader • Banbury Guardian • Barnoldswick and Earby Times • Batley & Birstall News • Bedfordshire Times & Citizen • Belfast News Letter • Bellshill Speaker • Belper News • Berkhamsted & Tring Gazette • Berwick Advertiser • Berwickshire News • Beverley Guardian • Bexhill-on-Sea Observer • Bicester Review • Biggleswade Chronicle • Bishopbriggs Herald • Blackpool Gazette • Bognor Regis Observer • Boston Standard • Brackley and Towcester Advertiser • Brechin Advertiser • Bridlington Free Press • Brighouse Echo • Buchan Observer • Buckingham & Winslow Advertiser • Burnley Express • Buxton Advertiser • Carlisle and Lanark Gazette • Carnoustie Guide and Gazette • Carrick Gazette • Carrick Times • Chichester Observer Series • Chorley Guardian • Clitheroe Advertiser • Coleraine Times • Colne Times • Crawley Observer • Cumbernauld News • Davenry Express • 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• Paisley People • Peebleshire News • Pembrokeshire County Living • Pembrokeshire Farmer • Penarth News • Pensions Insight • Poole Advertiser • Prestwich & Whitefield Guide • Radcliffe Times • Reading Chronicle • Reading Midweek • Redditch & Alcester Advertiser • Redhil Reigate and Horley Life • Reward • Richmond & Twickenham Times • Romsey Advertiser • Royal Borough Observer • Runcorn and Widnes World • Sale & Altrincham Messenger • Salisbury Advertiser • Salisbury Journal • Scottish Cycling • Scottish Farmer • Scottish Walks • Simply Chichester • Simply Worthing • Slough & South Bucks Observer • Slough Midweek • Smallholder • Society Magazine • Somerset County Gazette • Somerset County Gazette West Somerset • South Bucks Star • South Coast Argus • South Lakes Citizen • South Wales Argus • South Wales Golfer • South Wales Guardian • South West Farmer • Southampton News Extra • Southend, Rayleigh, Rochford & Castle Point St • Southern Daily Echo • St Albans & Harpenden Review • St 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£ Financial report

	2015 (£)	2016 (£)
Turnover	2,388,000	2,388,000
Administrative expenses	(2,420,307)	(2,382,288)
Operating (loss)/profit	(32,307)	5,712
Loss on sale of fixed assets	(1,588)	--
Interest receivable	2,207	1,678
(Loss)/profit on ordinary activities before taxation	(31,688)	7,390
Tax on (loss)/profit on ordinary activities	(2,318)	(3,107)
(Loss)/profit for the financial year	(34,006)	4,283

The turnover above represents contributions from the Regulatory Funding Company (RFC) and a budget for a further four years has now been negotiated. The increase in administrative costs above, which reflect the resources required to monitor and maintain the standards set out in the Editors' Code of Practice and provide support and redress for individuals seeking to complain about breaches in the Code, relates to both an increase in staff and other operating costs.

Fixed assets		
Intangible assets	49,697	26,568
Tangible assets	209,117	175,629
	<u>258,814</u>	<u>202,197</u>
Current assets		
Debtors	216,015	198,397
Cash at bank and in hand	333,475	266,062
	<u>549,489</u>	<u>464,459</u>
Creditors: amounts falling due within one year	(360,238)	(271,630)
Net current assets	199,251	192,829
Total assets less current liabilities	458,005	395,026
Creditors: amounts falling due after more than one year	(400,000)	(333,000)
Provisions for liabilities		
Deferred taxation	(25,106)	(24,764)
Net assets	32,959	37,262
Capital and reserves		
Profit and loss account	32,959	37,262
Total equity	32,959	37,262

