



TINDLE NEWSPAPERS LIMITED

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Tindle Newspapers Ltd annual statement for 2017 for IPSO

Introduction

Tindle Newspapers Ltd is an independent newspaper group. It is run by a board of directors, under the ownership of Sir Ray Tindle.

In July 2017, Sir Ray passed on the chairmanship of the group to his son, Owen Tindle. Sir Ray remains as president of the group.

Owen Tindle had been a director and member of the Board of Management of Tindle Newspapers for six years before this.

While Owen Tindle is group chairman, day-to-day control of the business rests with deputy chairman Wendy Craig – a Tindle stalwart for more than 30 years – and chief executive Danny Cammiade, who has been working with the group since 2015.

The head office of Tindle Newspapers is in Farnham in Surrey. Newspaper centres are based around the UK, mainly in London, the West Country, Forest of Dean and Gloucestershire, and in Wales, and in the Isle of Man.

The group has a total of 537 employees and the annual turnover for the group for 2017 was £22,592,043.

Tindle Newspapers Ltd publishes weekly paid-for and free newspapers, weekly and monthly magazines, and a series of websites linked to the newspapers. The total circulation for the group is 2,448,003.

PUBLISHERS OF 200 NEWSPAPERS - MANY BETWEEN 100 AND 200 YEARS OLD

DIRECTORS: SIR RAY TINDLE, C.B.E., D.L., F.C.I.S., F.C.I.J., F.C.I. ARB. (Chairman),
LADY TINDLE, M.B.E., M.A. DIP.ED. (Lond.), OWEN TINDLE, B.A.(Hons.),
WENDY CRAIG (Vice Chairman and Executive Director),

Reg. No 798870 England

In July 2017, Tindle Newspapers closed its North London newspapers the Enfield Advertiser & Gazette, the Haringey Advertiser and the Barnet Press due to unsustainable losses. This is the first time that Tindle has closed down a wholly-owned newspaper operation.

The move came a week after several former Tindle titles in south and west London, now owned by Capital Media Newspapers, of which Tindle owned 30%, went into administration.

114 Tindle Titles	
Company	Titles
Admart	Admart
Abergavenny Chronicle	Abergavenny Chronicle
Biggin Hill News	Biggin Hill News
	Bromley News
	Caterham County Border
	Edenbridge Chronicle
	Edenbridge County Border News
	Lingfield County Border News
	Orpington News
	Oxted County Border News
	Tandridge Chronicle
	Tandridge County Border News
	Westerham County Border News
Brecon & Radnor Express	Brecon & Radnor Express
Cambrian News	Aberystwyth
	Arfon & Dwyfor
	Machynlleth & Llanidloes
	Meirionnydd
	South Ceredigion
Chew Valley Gazette	Chew Valley Gazette
Cornish & Devon Post	Bude & Stratton Post
	Launceston Holsworthy and Bude Journal Gazette
	Camelford & Delabole Post
	Camelford Gazette
	Cornish & Devon Post
	Holsworthy Post
Cornish Times	Cornish Times
	Camborne Gazette
County Echo	County Echo
Crediton County Courier	Crediton Country Courier

Dawlish Newspapers	Dawlish Gazette
	Teignmouth News
Faringdon Newspapers Ltd	Faringdon Folly
	Whats On
Farnham Herald	Alton Herald
	Bordon Herald
	Farnham Herald
	Haslemere Herald
	Liphook Herald
	Petersfield Herald
	Hampshire Voice
	Farnham Diary
Forest of Dean & Wye Valley Review	Forest of Dean & Wye Valley Review
The Forester	The Forester
	The Newent Forester
Glamorgan Gem Ltd	Glamorgan Gem
	Barry Gem
	Bridgend and Porthcawl Gem
	Cowbridge Gem
	Liantwit Major Gem
Gloucester Review	Gloucester Review
Isle of Man Newspapers	Isle of Man Examiner
	Isle of Man Courier
	Manx Independent
Leigh Times	Leigh Times
	Rayleigh Times
	Canvey Times
Meon Valley News	Meon Valley News
Mid Devon Advertiser	Newton Abbot Mid-Devon Advertiser
	Kingsteignton Mid-Devon Advertiser
	Boverly Tracey & Chudleigh Mid-Devon Advertiser
	Ashburton & Buckfastleigh Mid-Devon Advertiser

Monmouthshire Beacon	Chepstow Beacon
	Monmouthshire Beacon
New Life Magazines	Life in Farnham
	Life in Haslemere
	Life in Petersfield
	Life in Godalming
North Cornwall Advertisers	Mid Cornwall Advertiser
	North Cornwall Advertiser
Petersfield Post	Bordon Post
	Clanfield Post
	Hordean Post
	Petersfield Post
South Hants Newspapers Ltd	Dartmouth Chronicle
	Ivybridge & South Brent Gazette
	Kingsbridge & Salcombe Gazette
	Plympton, Plymstock & Ivybridge News
	Totnes Times
	Brixham News
Surrey and Hants News	Alton Post Gazette
	Bordon Messenger
	Godalming Messenger
	Haslemere Messenger
	Petersfield Messenger
	Surrey and Hants News
Tavistock Times Gazette	East Cornwall Times
	Okehampton Times
	Princetown Times
	Tavistock Times Gazette
Tenby Observer	Narberth and Whitland Observer
	Pembroke and Pembroke Dock Observer
	Tenby Observer
Midsomer Norton & Radstock Journal	Midsomer Norton & Radstock Journal

Ross Gazette	Ross Gazette
Valley Community News	Amesbury and Durrington Valley News
	Gillingham and Shaftesbury Valley News
	Salisbury Valley News
	Wilton Valley News
	Warminster Valley News
Wellington Weekly News	Wellington Weekly News
West Country Community News	View From Blackdown Hills
West Somerset Free Press	West Somerset Free Press
Yellow Advertiser	Barking & Dagenham
	Basildon
	Brentwood
	Castle Point & Rockford
	Chelmsford & Mid Essex
	Havering
	Redbridge
	Southend
	Waltham Forest

Tindle Websites

Admart – www.admart.me.uk
 Abergavenny Chronicle – www.abergavennychronicle.com
 Biggin Hill News - www.bromleyboroughnews.co.uk
 Brecon & Radnor Express – www.brecon-radnor.co.uk
 Cambrian News – www.cambrian-news.co.uk
 Chew Valley Gazette – www.chewvalleygazette.co.uk
 Cornish & Devon Post – www.thepost.uk.com
 Cornish Times – www.cornish-times.co.uk
 County Echo – www.countyecho.co.uk
 Crediton County Courier – www.creditoncourier.co.uk
 Dawlish Newspapers – www.dawlishnewspapers.co.uk
 Faringdon Newspapers – www.faringdonnewspapers.co.uk
 Farnham Herald – www.farnhamherald.com
 Forest of Dean and Wye Valley Review – www.theforestreview.co.uk
 The Forester – www.theforester.co.uk
 Glamorgan Gem – www.glamorgan-gem.co.uk
 Barry Gem – www.barry-gem.co.uk
 Bridgend & Porthcawl Gem – www.bridgend-today.co.uk
 Cowbridge Gem – www.cowbridge-today.co.uk
 Llantwit Major Gem – www.llantwit-major-today.co.uk
 Gloucester Review – www.gloucesterreview.co.uk
 Isle of Man Newspapers – www.iomtoday.co.uk
 Leigh Times – www.leightimes.co.uk
 Meon Valley News – www.meonvalleynews.co.uk
 Mid Devon Advertiser – www.middevonadvertiser.co.uk
 Monmouthshire Beacon – www.monmouthshirebeacon.co.uk
 New Life Magazines – www.lifemags.co.uk
 North Cornwall Advertiser – www.cornwalladvertisers.co.uk
 Mid Cornwall Advertiser – www.midcornwall-today.co.uk
 Petersfield Post – www.petersfieldpost.co.uk
 Bordon Post – www.bordonpost.co.uk
 Clanfield Post – www.clanfieldpost.co.uk
 Horndean Post – www.horndeanpost.co.uk
 South Hams Newspapers – www.southhams-today.co.uk
 Dartmouth Chronicle – www.dartmouth-today.co.uk
 Ivybridge & South Brent Gazette - www.ivybridge-today.co.uk
 Kingsbridge & Salcombe Gazette – www.kingsbridge-today.co.uk
 Plympton, Plymstock & Ivybridge News – www.southhams-today.co.uk
 Totnes Times – www.totnes-today.co.uk
 Brixham News – www.brixham-today.co.uk
 Surrey and Hants News – www.surreyandhantsnews.com
 Alton Post Gazette - www.altonpostgazette.co.uk
 Bordon Messenger – www.bordonmessenger.com
 Godalming Messenger – www.godalmingmessenger.com
 Haslemere Messenger – www.haslemeremessenger.com
 Petersfield Messenger – www.petersfieldmessenger.com

Tavistock Times Gazette - www.tavistock-today.co.uk
East Cornwall Times – www.calstock-today.co.uk
Okehampton Times – www.okehampton-today.co.uk/
Princetown Times – www.princetown-today.co.uk
Ross Gazette - www.rossgazette.com
Tenby Observer - www.tenby-today.co.uk
Narberth and Whitland Observer – www.narberth-and-whitland-today.co.uk
Pembroke and Pembroke Dock Observer - www.pembroke-today.co.uk
Midsomer Norton & Radstock Journal - www.mnrjournal.co.uk
Valley Community News - www.yourvalleynews.co.uk
Wellington Weekly News - www.wellington-today.co.uk
West Somerset Free Press - www.wsfp.co.uk
Yellow Advertiser Series - www.yellowad.co.uk

Responsible person

The responsible person is Managing Editor Bev Thomas. Her contact details are [REDACTED]
[REDACTED]

Our editorial standards

Tindle Newspapers and its staff take very seriously the responsibility to publish material which is accurate and from trustworthy sources. Authenticity is paramount and every effort is made to offer all parties mentioned in stories the chance to comment pre-publication.

Rights of reply are always given and inaccuracies are corrected at the earliest opportunity.

Tindle Newspapers prides itself on being a fair, responsible, local newspaper group, which is close to its readers. Coverage of councils, courts and public meetings is still carried out by Tindle journalists.

All Tindle Newspaper journalists are aware that stories must be verified before publication. No leads are treated as reliable until they are checked and authenticated.

Tindle Newspapers has a contract with Foot Anstey for pre-publication legal guidance and advice. Tindle also subscribes to the News Media Association's legal advice service. All senior editorial staff make use of these services when necessary.

Guidance has, in the past, been sought from IPSO, and all editorial staff at Tindle Newspapers are aware that they can contact IPSO pre and post-publication to seek advice and guidance.

Newspapers carry a weekly corrections and clarifications column, with advice and instructions on how to complain – and since December have been publishing the new IPSO quality marks in those columns.

Complaints forms and instructions and advice are also available on all Tindle websites.

Training

All editorial staff in Tindle Newspapers are issued with copies of the Editors' Code, including new copies when the code is updated.

Staff were advised at the end of 2017 that the code was being revised and a new code would come into effect from January 2018. Copies of that new code have been distributed to editorial staff.

New guidance issued by IPSO during 2017 was given to editors and editorial staff. This included guidance on using material taken from social media (July); guidance on prominence (November); and guidance on reporting deaths and inquests (November).

Journalists are told in their job offer letter that Tindle is contractually signed up to the IPSO Code of Practice. All journalists are aware of the IPSO hotline that they are entitled to ring.

In-house, on-the-job training is given to all journalists, plus regular law courses are held with external trainers, usually from PA. Also PA is used for reporter and newsdesk training where necessary and, on occasion, external trainers are brought in to do group training at selected centres.

Tindle Newspapers does not currently have company-wide internal manuals, codes or guidance for journalists. Currently each centre issues its own guidance to staff, through the editor. This includes guidance on use of the IPSO code, and information and training on any changes to the code.

However, the Responsible Person for Tindle, Bev Thomas, has started putting together manuals to include print and digital guidance, with help and advice from IPSO. It is hoped that these comprehensive guides will be completed early in 2018.

Our complaints-handling process

All of our papers and websites carry details of our complaints procedure, of how people can make complaints and also of how people can complain to IPSO. This information is in the same section in our newspapers every week; and there is a special section on our websites. There is a complaint form on our websites, which generates an e-mail to the editor of each of our titles. Complaints can be made by phone, letter, email or in person. However, we do insist that more serious complaints are in writing.

Minor complaints are dealt with by the reporter who has written the story or by the newsdesk. If a complainant wants to speak to someone more senior, or if the complaint is more serious, then they are put in contact with the editor or deputy of the publication concerned. All complaints are dealt with speedily and with full discussion with the complainant. Every attempt is made to resolve complaints amicably.

All complaints are documented and logged as soon as they are received. Each Tindle centre has a complaints book for such incidences. Complaints are also discussed in editorial meetings to see if editorial practices need to be reviewed or adjusted.

If a complaint cannot be resolved and is referred to IPSO, then it is the editor of that publication who takes charge of the process. All IPSO complaints are also reported to the Tindle Newspaper Board.

Our record on compliance

No complaints against any Tindle Newspapers were upheld by IPSO during 2017.

Appendix

An example of a training manual issued to editorial staff (from Cambrian News Ltd):

IPSO
Independent Press Standards Organisation

Came into force 8th September 2014, when Press Complaints Commission ceased to exist.

Make sure you are all familiar with the code (which can be accessed at <https://www.ipso.co.uk/IPSO/cop.html>). Do come back to myself or Simon if you are unsure of anything

When new versions of the code, or amendments to the code come into force, I will make all editorial staff aware of this. Revised version of code issued to staff January 2018

The main differences between the old PCC and the new IPSO are the following:

1. Previously, people could complain directly to the PCC and didn't have to have tried to seek a resolution with the paper first. Now the onus is on the paper resolving complaints, with IPSO only getting involved if that proves impossible. If someone goes straight to IPSO, they will be told they have to try to resolve things with the paper first.
2. The onus is on the papers to prove they have robust systems in place to ensure journalistic standards are high. And we have to produce an annual report showing how we are ensuring compliance with the code. It is our responsibility to ensure every reporter, every newsdesk member and even everyone providing freelance copy to us knows the code inside out and how to follow it.
3. Before only someone directly affected by the story could complain. But now third parties can complain if they are seeking to correct a significant inaccuracy.
4. IPSO may, at its discretion, allow a complaint to be brought even if there is a possibility of legal proceedings in the future. That is a significant change from PCC days.
5. A whistleblowers' hotline is being launched so people can report concerns about a publisher's conduct or ethics. Staff are encouraged to contact this if they have any concerns.

IPSO remit is to:

Handle complaints about breaches of editors' code

Overseeing standards and compliance with the code

They have the power to investigate a paper's overall conduct and practices (which could involve calling to a meeting any editorial member of staff thought to be involved in any failings) and to introduce sanctions or fine and costs in cases of serious and systematic wrong-doing, as well as requiring corrections and publication of adjudications. But confidential sources can still be protected and you don't have to reveal anything that could incriminate you. Have a whistle-blowers' hotline

IPSO will not get involved in complaints on:

1. TV and radio
2. Advertising
3. Matters of taste, decency and impartiality
4. User generated content on websites
5. On-line material not on sites which we control
6. Complaints from one publisher against another

IPSO say they may reject complaints:

1. Which show no prima facie breach of the code
2. Attempts to argue a point of opinion or to lobby
3. Vexatious complaints
4. Disproportionate complaints

What Cambrian News staff need to know is :

1. We need to ensure all involved in generating content (including freelancers) are aware of and comply with the code
We work by the IPSO rules which says there needs to be transparency in the newsroom so everyone knows about the editor's code and how to deal with a complaint. We need also to be able to show that we have verified stories and how we have done so. Notebooks are key. Keep all notebooks and when full, they should be passed on to me, with your name on them (and dates on front showing which times they cover). Keep important e-mails of stories you know may be controversial and may spark complaints.
2. We will handle complaints promptly and fairly.
3. We have a formal complaints-handling procedure, including details in the paper of how people can make complaints. This is on the letters page each week. Our complaints policy and a complaints form is also on our website (www.cambrian-news.co.uk/making-a-complaint/).
4. Journalists should be aware that they will not be penalised if they use the IPSO whistle-blowers' hotline
5. We have appointed a responsible person to head the complaints procedure (Bev, or Simon in her absence). All complaints unless very minor must be referred straight through to Bev or Simon.
6. We will provide an annual report for the whole Tindle group which will be published on the IPSO website

When a complaint comes in:

1. We have 28 days to resolve a complaint – or IPSO will take over (if a complaint is resolved, we need to let IPSO know but it will not be included in the annual complaints statistics).
2. Complaints can come from anyone personally or directly affected by the story, a representative group affected, or a third party seeking to correct a significant inaccuracy (that is new). There needs to be a response to a complainant within 7 days.
3. Complaints will only be accepted within 4 months from date of publication, but 12 months if it can still be viewed on-line.
4. There needs to be a paper trail for each complaint. Each complaint needs to be logged, with date and points made

If no resolution with paper:

1. Complaints committee will investigate, which is similar to before
2. Contact the paper for response, which must be done within 7 days, again as before
3. The committee will aim for resolution through publication of correction and/or apology
4. If cannot be resolved they will rule – either through rejecting it or upholding it, in part or full
5. If upheld they can ask for publication of adjudication, and/or remedial action by the paper if procedures found to be at fault

FOR REPORTERS:

Stories need to be checked and doubled-checked for accuracy and authenticity

Any issues or concerns should be flagged up with myself or the newsdesk, prior to publication

All sides need to be given the chance to comment – ideally in the story, but if they are not contactable in time, they should be offered a chance to respond the following week.

Web stories can be updated immediately to correct inaccuracies or to add in comments from those affected or who want to have a say.

If someone rings through with a complaint direct to a reporter:

Unless very simple, refer them straight through to myself or Simon

If we are not available, take contact details, and we will ring them back

Don't get into arguments with people about alleged inaccuracies

Always agree to publish a response to a story from someone who didn't have a right of reply the first week. This should be done, even if the party was offered a chance to respond and either didn't get back to us or didn't come back to us in time.

Make sure you are fully conversant with the editor's code, so you can discuss this with readers/complainants if they want to. It will be a breach in itself to suggest that you are not fully cognisant of the code and your responsibilities under it.

I'm sure I don't need to tell you that we need to have verified a story before it is published; we need to have got all sides and we need to be fair and accurate.

Make sure you keep a log of all complaints you receive, whether they are by phone or e-mail. Let me know immediately about such complaints.

I have set up a complaints log book, and all complaints must be entered in there.