

IPSO annual report from Wyvex Media Limited, Oban.  
1 January-31 December 2018

#### TITLES PUBLISHED

The Oban Times	print/digital edition	weekly (Thur)	10,000
The Campbeltown Courier	print/digital edition	weekly (Fri)	2,800
The Argyllshire Advertiser	print/digital edition	weekly (Fri)	2,100
The Arran Banner	print/digital edition	weekly (Fri)	2,900
Scottish Field/ SF Leopard	print/digital edition	monthly	17,600
Fish Farmer	print/digital edition	monthly	1,500
SF Edinburgh	No longer published		
Cask & Still	Print edition (free)	biannual	10,000
Holiday Arran	Print edition (free)	annual	20,000
Holiday West Highland	Print edition (free)	2 issues a year	36,000
West Coast Review	Print edition (free)	monthly	10,000
Mull and Iona Life	Print edition (free)	3 issues a year	1,750
Lochaber Life	Print edition (free)	monthly	15,000
Summer on Islay	Print edition (free)	annual	3,500
West End Life	Print edition (free)	monthly	18,000
Clyde Life	Print edition (free)	monthly	15,000

#### RESPONSIBLE PERSONS

Susan Windram, Group Editor, The Oban Times, Argyllshire Advertiser, Campbeltown Courier and Arran Banner, plus free magazines Holiday Arran, Holiday West Highland, West Coast Review, Mull and Iona Life, Lochaber Life and a new product, Summer on Islay.

Richard Bath, Editor, Scottish Field incorporating SF Leopard, plus free magazine Cask & Still.

Jenny Hujl, Editor, Fish Farmer.

#### OVERVIEW

Wyvex Media is a privately-owned company. It produces The Oban Times, which is the regional title for the West Highlands and covers one of the largest geographical spread of any local weekly newspaper in Scotland, serving an area which stretches from the Kintyre peninsula in the south, to Fort William and Mallaig in the north. Sister titles, The Campbeltown Courier and The Argyllshire Advertiser circulate in the historically important but small Argyllshire towns of Campbeltown and Lochgilphead, and surrounding areas, while The Arran Banner serves the island off the west coast of Scotland that bears its name.

All titles have a dedicated website, Facebook pages and Twitter feeds, with the Oban Times also having Instagram accounts.

Wyvex Media Ltd also publishes Scottish Field magazine which has a proud heritage spanning 111 years, delivering editorial on a variety of key subjects, including country news, interiors, gardens, food and drink, property, antiques, travel, fashion, whisky and heritage. Wyvex Media Ltd acquired Leopard magazine in the summer of 2017 and the October issue of SF contained the first edition of Leopard bound in at the back of the magazine for all existing Leopard subscribers as well as SF subscribers who live in Aberdeen postcodes. Scottish Field has a new website, which was launched in March 2018, Facebook page, Instagram account and Twitter feed. The Scottish Field team also produce Cask & Still, a free drinks magazine which is distributed to relevant businesses.

Added to this the company produces Fish Farmer magazine, which has been serving the aquaculture industry for more than 30 years and has a worldwide distribution and its own website.

#### EDITORIAL STANDARDS

Maintaining high editorial standards is at the core of Wyvex Media's business. All our journalists are issued with the Editors' Code of Practice when they join and their contracts make it clear that they are expected to act within its guidelines.

Following the publication of the new version of the Editor's Code on 1 January 2018, a link to the IPSO website plus a PDF copy of the code was distributed to all editorial staff with details of the changes. The codebook was also uploaded to the company's intranet site, and any new staff or interns are made aware of the Code at their induction, given a hard copy and directed to the IPSO website.

#### VERIFICATION OF STORIES

Editorial staff will always endeavour to follow best practice and do their utmost to verify the stories that are put forward for publication. Our aim is to ensure fair, balanced and accurate reporting. Newspaper articles involving possible contentious issues are reviewed by the group editor Susan Windram who would seek pre-publication/ code compliance advice from IPSO and/or the company's lawyer where necessary.

Articles for the Scottish Field stable of magazines are the responsibility of editor Richard Bath, with Fish Farmer the responsibility of editor Jenny Hujl. Both editors follow the same guidelines and would seek pre-publication/ code compliance advice from IPSO and/or the company's lawyer where necessary.

#### COMPLIANCE WITH THE EDITOR'S CODE

We will comply with the findings of IPSO and take the suggested remedial action.

#### COMPLAINTS HANDLING PROCEDURE

Wyvex Media seeks to resolve editorial complaints as quickly and as amicably as possible where a mistake has been discovered. However, we will strongly defend our journalism when we believe that there has been no breach of the Code.

Readers who wish to bring a factual error to our attention are directed to the relevant editors/senior reporters, who will arrange a prompt correction of any accepted inaccuracies. In the majority of cases corrections, clarifications and/or apologies will appear on the same page as the original article. If the story appeared online, so will the corrections, clarifications and/or apology.

All complaints will be handled in the first instance by the title's editor/deputy editor or senior reporter. Initial contact with the complainant must be made within 24 hours. Any investigation will be completed within seven days where possible. Where the disputed article also appears online, it will be removed immediately until the investigation has been completed.

All formal complaints to the group editor/magazine editor are recorded on an IPSO complaint sheet which is available to all relevant staff via Google docs. Entries should include the nature of the dispute, how the dispute was handled and any agreed remedy. This helps ensure all complaints are dealt with in a professional and timely manner and makes compiling the annual compliance report easier. Every effort will be made to resolve complaints amicably, but if the dispute looks like it cannot be resolved, the group/magazine editor must be informed as soon as possible so the matter can be discussed.

After initial contact with the relevant deputy editor/senior reporter, further official correspondence with the aggrieved party will come from the group/magazine editor so the complainer is aware the matter has been escalated.

If the group/magazine editor is satisfied the complaint has been handled properly but there is no resolution, complainants will be given details of how to contact IPSO.

All Wyvex Media Ltd titles have a standard complaints procedure which is published on the letters pages of our newspaper titles and our newspaper and magazine websites along with the IPSO logo. It explains how we will attempt to resolve legitimate complaints and carries details of Wyvex Media's IPSO membership together with IPSO contact information.

All legal complaints (complaints that come via a lawyer's letter or a demand for financial remedy and refer to a cause of action) are handled by the company's lawyers.

As specified above, all formal complaints received by The Oban Times, her sister titles and our magazines are recorded in a rolling report by the group/magazine editors. Although complaints received on an informal basis are generally noted, given the trivial nature of many issues and the disparate way these complaints are received and dealt with (orally, by telephone, letter or email), it would be disproportionate for these types of complaints to be formally assessed in terms of the Code.

The most important factor is that all complaints are addressed and, where possible, resolved quickly. The complaints report is available to all editorial staff and is submitted for quarterly board meetings.

We state unequivocally that we will abide by the findings of IPSO and the remedial action it deems necessary.

In line with IPSO's request, we ensure a complete copy of the original articles are archived and kept for four months before any substantive changes are made to an online article or other material in response to a complaint. PDFs of the published pages are retained and as the newspapers have recently switched to a Wordpress content management system, this now means that original copy by the reporter and

any changes made by sub-editors are all archived. All staff responsible for such changes are aware of these responsibilities. Staff are notified of any changes to procedures or IPSO obligations and updates via our intranet, and if appropriate in our employee handbook.

#### INTERNAL GUIDES

All journalists are provided with access to the Editors' Code of Practice, which they receive when they join the department, including subsequent updates, and are given details of accessing the IPSO website. We would also circulate IPSO rulings among staff, discussing and determining the implications. Staff have access to the house style guide and a copy of Scots Law for Journalists (8th edition). Every employee also has a copy of the Employee Handbook, which is updated at least annually.

#### STAFF TRAINING

Newspaper journalists receive any relevant updates and guidance about the implications of regulatory changes, particularly in relation to the Editors' Code of Practice and industry best practice. All editorial staff at The Oban Times and its sister titles attend legal training refreshers, usually organised every two years. The sessions include discussions as well as presentations and are updated regularly to reflect any changes in the law, together with relevant cases. The course covers IPSO, including how it works, the Code itself, highlighting any recent adjudications of note. The most recent law refresher took place in November 2018. All editorial staff on our newspapers attended the course which was organised through the NUJ.

In early 2018 the newspaper journalists attended subbing training, digital training to make the most of our new websites and improve our online reporting, and social media training, which includes the social media guidance from IPSO.

#### ADVERSE ADJUDICATIONS

There have been no adverse adjudications against any Wyvex Media titles.

#### FINANCIAL TRANSPARENCY

This is currently under consideration. We endeavour to comply with the code on all occasions.

2018	Date of complaint	Newspaper in which article appeared	Complainers details	Summary of complaint; code provision - eg privacy; date article published, what it was about and why person is unhappy; Was story published on web?	Reporter/sub editor	Is this first contact with complainer? Have they contacted IPSO? What remedy offered?
23.2.18		The Oban Times	[REDACTED]	Complained about a general article about a report published on coastal homes being at threat from the sea. The piece mentioned the whole of the west coast of Scotland but reader took exception as he lives in one of the areas mentioned. Story was published on web.	Kathie Griffiths	Yes. He has not contacted IPSO. The reporter contacted the person who wrote the original report who had also been in touch with [REDACTED] who had been reassured by this.
23.5.18		The Oban Times	[REDACTED]	[REDACTED] explained the intro to an article about rural GPs funding was misleading and asked us to print a letter from her.	Sandy Neil	Yes. They had not gone to IPSO. It was a complicated issue and the intro was not as clear as it could have been so we agreed to print the letter.
28.5.18		The Oban Times	[REDACTED]	[REDACTED] claimed we did not have permission to use her picture in the paper. It had been taken at a photocall that included other people. We had been asked to attend and our photographer understood from the PR firm that we did have everyone's permission.	Kevin McClynn	Yes. She did not contact IPSO. We apologised and took the photograph off the website. She was happy with this.
22.11.18		The Oban Times	[REDACTED]	Mother complained we did not have permission to take [REDACTED] photograph at [REDACTED] event. Her son was the winner of a competition run by the paper and [REDACTED]	Kathie Griffiths	Yes. She did not contact IPSO. We have run the competition with the [REDACTED] centre and had ensured they did have permission. When we produced the letter that had been signed by the family, the mother was happy.
21.12.18		The Campbelltown Courier	[REDACTED]	[REDACTED] complained about the paper's coverage of a fire at [REDACTED] Golf Club. [REDACTED] lived in our reporter was there, the BBC were also there filming. Videos of the fire were all over Facebook and when [REDACTED] jumped from a few hundred to £17,000 with our help. The reporter phoned [REDACTED] and spoke to her in a sensitive manner and explained our obligations. He was subjected to a substantial amount of abuse, but the matter was then dropped.	Mark Davey	No. She has not contacted IPSO. While the paper's coverage was balanced and impartial, [REDACTED] objected to it being covered at all in the paper. The fire at the iconic clubhouse was covered by all the major dailies and the BBC. It was also all over Facebook with many videos posted. We also featured and shared a FB post linked to a JustGiving page to help raise cash for [REDACTED] which jumped from a few hundred to £17,000 with our help. The reporter phoned [REDACTED] and spoke to her in a sensitive manner and explained our obligations. He was subjected to a substantial amount of abuse, but the matter was then dropped.