

# Archant

## *Independent Press Standards Organisation Annual Report*

Period covered: 2019

### **Factual Information about the Regulated Entity**

Archant publishes 55 regulated newspapers, 49 magazines, about 140 websites, about 50 apps and almost 100 e-editions of titles.

For a breakdown of published newspaper and magazine titles and associated websites see appendix one. Circulation figures for these titles are available to the regulator on request.

The apps are, in the main, Archant newspaper and magazine brand extensions or produced on behalf of clients. The e-editions are both related to the news and magazine brands as well as one-off publications.

### **Responsible Person**

The regulated entity's responsible person is Tim Williams, managing editor, Archant

### **Overview**

Archant is a privately owned media company serving geographical and specialist interest communities across a wide range of media and live events. It employs about 1,200 staff.

It is one of the largest regional newspaper publishers in the UK with titles in East Anglia, London, Kent and the South West, publishing about one million copies a week in print (about 360,000 in Norfolk, 185,000 in Suffolk and the remainder across the rest of the portfolio). It receives more than 45 million page views a month online on average and about 10,000 articles are written every month. Its portfolio includes the Eastern Daily Press in Norfolk, the East Anglian Daily Times in Suffolk, the Ham & High in London and The New European.

Archant is the largest publisher of regional and local lifestyle magazines and associated digital media in the UK, printing about 260,000 copies a month. It also owns a range of specialist magazine titles circulating mainly in the UK and USA. Its portfolio of magazine titles reaches an average of almost two million readers every month across the UK in print with more than 2.7 million page views online every month.

Archant has a broad portfolio of digital media assets and marketing services supporting its more traditional media. It publishes its titles digitally on a wide range of platforms and has a strong App Store presence. Other platforms, such as Readly and PressReader, help Archant generate more than 38,000 paying digital edition readers to its titles each month.

The group, which was founded in 1845, has its roots in Norwich where most of its back office functions are located and has frontline staff based in the communities that it serves across the UK.

### **Editorial Standards and Internal Guides**

Archant has detailed guidelines for journalists in relation to how editorial staff carry out their work around story gathering, verification, compliance with the Editors' Code of Practice, standards of behaviour, ethics, complaint handling and responsibilities to the public and the Independent Press Standards Organisation. See appendix two

These guidelines are reviewed regularly and updated when appropriate to take account of regulatory requirements, changes to the law etc.

Journalists are required to abide by Archant's Conflict of Interests policy. See appendix three.

Where necessary, editors and journalists seek advice from IPSO in advance of publishing articles to consider matters of compliance with the Editors' Code of Practice. This advice is then considered by senior Archant editorial staff and with reference to the public interest when refining and publishing any articles.

### **Compliance Procedures**

Archant works hard to ensure that all articles it publishes comply with the Editors' Code of Practice.

Journalists and editors take all appropriate steps to confirm articles in line with the rigorous standards laid out within Archant guidelines.

Copies of the Editors' Code of Practice are supplied to all Archant journalists who are contractually bound to abide by its guidelines. Journalists are advised to carry a copy with them at all times and the code is displayed in Archant newsrooms. A copy of the Editors' Code of Practice is also published on the Archant intranet/shared drive.

Where the Regulator finds against a publication in the course of assessing a complaint, the publication complies with the findings and any remedial action required.

### **Editorial Complaints**

Archant has a standard complaints procedure for the public across all publications. This is publicised on the website of each title and is published in printed copies of newspapers and magazines.

Members of the public can lodge an editorial complaint under this procedure by following the steps online or by submitting a complaint in writing to a named individual or to the address of the publication.

Additionally, the Archant complaints process (see appendix four) means that complaints about editorial content that are received in any other way (ie: in person, by telephone or via email or letter) are also handled promptly and escalated when appropriate to try to ensure a swift resolution for the complainant.

Complaints received in line with the published procedure, or referred from IPSO, are logged on the Archant editorial complaints database and assessed by a senior editor, who will seek to resolve the matter with the complainant. Non-editorial complaints are logged and referred to the relevant department/person.

Where IPSO finds against an Archant publication when determining a complaint, the publication complies with the findings and any remedial action required by the Regulator.

Archant's complaints process also ensures that all complaints that have IPSO involvement are shared with the company's board at each meeting.

### **Training of Staff**

Archant regularly organises training sessions to update relevant staff on regulatory changes, law changes, complaint handling, customer service, editorial standards and company editorial guidelines.

All new joiners are supplied with a copy of the Editors' Code of Practice at their company induction. The induction includes a presentation and classroom learning around Archant editorial standards and the Code of Practice. The Editors' Codebook is shared with relevant staff.

Editorial staff undergo regular training around the Editors' Code of Practice and IPSO requirements. The training is delivered in regular newsroom sessions delivered by Archant's Responsible Person. Journalists are also updated on guidance issued by IPSO: during 2019 this included advice on reporting major incidents.

Updates from the News Media Association and other relevant trade organisations are shared with appropriate editorial staff.

During 2019 media lawyers delivered half-day legal courses to update more than 100 relevant journalists on best practice around print, websites and social media.

### **Adverse Adjudications**

There no complaints upheld or adverse adjudications against Archant publications in 2019.

There was one complaint against Archant which was ruled on by IPSO's Complaints Committee in 2019.

The committee concluded that, after investigation, there was no breach.

The full ruling concerning the Wisbech Standard is here:

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=06303-19>

*SIGNED:* Tim Williams  
On behalf of Archant

Submitted to IPSO: 22/04/20

Archant editorial guidelines for journalists

## INTRODUCTION

The aim of this document is to establish a clear sense of direction for all Archant journalists and all our journalism. This document will form part of the induction process which all editorial staff undergo on joining the company, as well as being a 'user manual' and guide for our existing journalists.

This will ensure we all have a clear understanding of our roles, corporate objectives and are fully aware of our responsibilities to the company, readers and the regulator.

Specific local title or product plans and style sheets will be produced to provide guidelines for each newspaper, magazine, website or range of titles to ensure all editorial staff are aware of target markets, the aims of their particular products and their title's individual style, design and identity.

The standards around ethics and how we operate will be the same wherever we work and whatever we do in print or in the digital environment.

Our ability to work in and support the communities in which we publish newspapers, magazines and websites is dependant on trust.

That trust is based on our ability to deliver fair, accurate, challenging and campaigning journalism. This is not always easy and relies on sound judgments in an often highly pressured environment.

These guidelines are designed give anyone gathering, creating or presenting editorial content a clear understanding of Archant's approach as an innovative, responsible and accountable community media business.

They are to be used in conjunction with and to support the Editors' Code of Practice, which every Archant journalist is contractually bound to uphold at all times.

We will review and update these guidelines as and when appropriate.

### Editorial

It is our intention always to ensure our products strive for excellence and are superior to our competitors in quality, consistency, reliability of content, ethics and design, that we are responsive to the needs of our readers and are aware of the role our advertisers play in the community, publicising their services or activities where appropriate.

We should build relationships within the community which are strong enough to withstand adverse publicity as we exercise our role of reporting without fear or favour.

We must always aim to offer best value for money.

We must strive to ensure the highest standards of journalistic quality and integrity and ethical behaviour are maintained and that the freedom of the media is upheld.

We must be positive in how we want Archant's journalists to be seen by others

## VALUES

All we do must be accomplished on the basis of meeting the following criteria:

- Fairness
- Accuracy
- Balance
- Honesty
- Integrity
- Absence of malice, fear or favour

Every story must measure up to this test. If it fails on any count, it needs further checks and balances and should not be published until it does meet the criteria.

Accuracy and balance are at the heart of everything we do. Being accurate and balanced in our reporting earns us the trust of our audiences.

Accuracy begins with interviewing and note-taking. Notes must be contemporaneous, or, if that is not possible, written up as soon after the interview/event as practicable. All notes must be kept for reference for a minimum period of one year.

If electronic devices are used to record interviews the interviewee should be asked for consent, with the name and any relevant details of the interviewee being recorded at the beginning of the interview. The date and time of interview should also be recorded. The recording should be kept for reference for a minimum period of one year.

Facts form the key part of any accurate report. When reporting any allegation, Archant journalists should not rely on a single source. In any story carrying allegations, however minimal they may appear, facts must be cross-checked and, if appropriate, legal advice sought prior to publication.

When using eyewitnesses, care must be taken to ensure what is being said is accurate and has not been exaggerated. It is advisable to have two eyewitness accounts that corroborate events. When running breaking news online, if we have not been able to corroborate facts or events being reported elsewhere, we should make this clear and update the article as soon as possible.

These guidelines apply to all our news channels: Digital and print.

## OBJECTIVES

The following will form the aims and objectives of the editorial department. They will dovetail into the overall company strategy as defined in our Strategic Plan.

- To provide a first-class service of news, comment, features and advertising for people in the markets in which we operate.
- To use our journalistic skills to exploit the potential for information within our market with products of the highest quality matched to clearly identified consumer needs.
- To recognise and fulfil our responsibilities to the communities we serve.

- To satisfy the need for useful and diverting information by providing a service which is superior to competitors in depth, variety and reliability.
- To provide a forum for, and to lead debate on, matters of interest to the community.
- To provide successful vehicles for local and national advertisers in whichever medium, channel or format is most appropriate.
- To be better than competitors by producing a range of quality products which accurately match the needs of the market place.
- To be resourceful in meeting competition when it arises.
- To maintain and encourage a culture of excellent reader and customer care within the editorial team.
- To develop a system of monitoring to ensure the highest standards of quality, accuracy, fairness and balance are maintained.
- To provide a clear reason why readers and advertisers should choose to use and buy our products and services.
- To ensure we have a culture which is flexible and responsive to the changing needs of the marketplace.
- To uphold and defend the freedom of the media, observe the editors' Code of Practice and always meet the requirements of the Independent Press Standards Organisation in an effort to ensure legislation curtailing media freedom is not introduced.

## CUSTOMER CARE

### Complaints

On receiving any complaint in relation to published material or the behaviour of journalists the Archant complaints process must be followed. The complaint should be immediately reviewed and a written/email response provided within 48 hours where appropriate under the guidelines of the complaints process. All correspondence relating to the complaint must be archived in the Archant editorial complaints database where required under the Archant complaints process.

Should a printed correction/clarification be required it must:

- 1) Be approved by the editor or appropriate senior manager
- 2) Appear in a suitably prominent position. The public are rightly critical when we make an error on page three and then publish the apology/correction on page 17.

In the event that a complaint is more likely than not to lead to legal action the following procedure must be followed:

- The relevant editor and Archant's IPSO responsible person or chief content officer must be informed
- The company insurers, Hiscox, must be informed immediately and all correspondence forwarded to them, with a copy to the company secretary
- All staff involved in the article should be spoken to to confirm versions of events, facts, timescales etc. All notes, emails and correspondence relating to the complaint should be collected and archived in the Archant editorial complaints database.



- The financial director must be informed by the editor in order that any financial provisions can be made.
- Any contact with the complainant should only be made after consultation with Archant's insurers or lawyers instructed on our behalf.
- Any apology/statement required as the result of a successful action for defamation or agreed as a resolution to a complaint must be published in accordance with the court ruling/agreement.

In general terms, all complaints will be dealt with promptly, courteously and with understanding and in line with the Archant editorial complaints process.

All staff, when receiving a complaint by telephone, must always thank the caller for alerting us to the issue.

Take the name, email address and telephone numbers of complainants. In line with the Archant editorial complaints process, pass the complaint to a relevant manager, where appropriate immediately or, if they are not available, promise a return call at the earliest opportunity.

When dealing with a complaint in person, on the telephone or via email or letter, journalists must try to see the issue from the complainant's point of view. Don't be defensive or form judgements until you know all the facts.

All complaints must be investigated thoroughly and with speed and in line with the Archant editorial complaints process. Never ignore a complaint: it could be a lost reader or customer and is poor service. It may also fall foul of our contractual obligations to the Independent Press Standards Organisation.

Where a complaint has been investigated and a correction or apology is considered appropriate, this must be referred to a relevant editor before publication.

A note outlining the background to the circumstances and the complaint will be expected from staff concerned prior to a correction or apology being published and details should be archived on the Archant editorial complaints database.

Where we are wrong, it is our duty to correct the mistake and apologise publicly and promptly.

With some complaints there is no hard and fast right or wrong. In these grey areas the complainant can often be satisfied either by a letter for publication stating his or her views, or a further article.

## The Independent Press Standards Organisation (IPSO)

It is Archant policy (and indeed we are bound by contract) to adhere to the Editors' Code of Practice and to abide by decisions from the Independent Press Standards Organisation. All Archant editorial staff are required to be familiar with the Editors' Code of Practice – and to ensure it is followed at all times.

All journalists are advised to carry a copy of the code with them at all times for ease of reference.

## Conflict of Interests

Employees should avoid situations in which their personal interests could conflict with the interests of the company. If any such conflict arises, no matter how minor it seems, the employee should inform their manager. Examples of such situations include:

- If an employee has a close relative or friend working for or with an interest in a client, distributor, supplier or competitor of the company when the employee may be seen by others to be in a position to favour them by the actions they take.
- Close personal relationships between directors or managers and employees working for them or over whose careers or remuneration they have an influence.

Where an agreed conflict of interest arises and is declared, no further action will normally be required. However, in extreme circumstances, redeployment may be necessary to remove the conflict completely. If this were to happen the company will do its best to find the employee a new position at an equivalent level to match the employee's skills and experience.

All contracts must be negotiated and awarded on an arm's length basis, i.e. on the best terms for Archant.

On no occasion may employees put themselves, and therefore the company, in a position of obligation. It is company policy that employees will at no time accept or give gifts (or personal favours) with a value of more than £50 or give gifts (or personal favours) to suppliers or Government bodies. If there is any doubt, discuss the situation with your manager.

Good judgement needs to be exercised when giving or receiving entertainment as part of business. If the entertainment provided will put either party in a position of obligation then it should not be accepted. If there is any doubt discuss the situation with your line manager.

The company requires you to be clean and smart and present a professional image to other employees, suppliers and business contacts at all times. When meeting external people either on or off company premises business attire is normally required, and local office protocol should be adhered to.

Where uniform and/or health and safety clothing is required, it must be worn.

| <b>Title</b>                     | <b>magazine or newspaper</b> | <b>website address</b>                |
|----------------------------------|------------------------------|---------------------------------------|
| Eastern Daily Press              | Daily newspaper              | EDP24.co.uk                           |
| Norwich Evening News             | Daily newspaper              | Eveningnews24.co.uk                   |
| Lowestoft Journal                | Weekly newspaper             | Lowestoftjournal.co.uk                |
| Great Yarmouth Mercury           | Weekly newspaper             | Greatyarmouthmercury.co.uk            |
| North Norfolk News               | Weekly newspaper             | Northnorfolknews.co.uk                |
| Dereham Times                    | Weekly newspaper             | Derehamtimes.co.uk                    |
| Fakenham & Wells Times           | Weekly newspaper             | Fakenhamtimes.co.uk                   |
| Beccles & Bungay Journal         | Weekly newspaper             | Becclesandbungayjournal.co.uk         |
| Watton & Swaffham Times          | Weekly newspaper             | Wattonandswaffhamtimes.co.uk          |
| Thetford & Brandon Times         | Weekly newspaper             | Thetfordandbrandontimes.co.uk         |
| Diss Mercury                     | Weekly newspaper             | Dissmercury.co.uk                     |
| Wymondham & Attleborough Mercury | Weekly newspaper             | Wymondhamandattleboroughmercury.co.uk |
| Norwich Extra                    | Weekly newspaper             | norwichextra.com                      |
| Great Yarmouth Advertiser        | Weekly newspaper             | Yarmouthadvertiser24.co.uk            |
| Waveney Advertiser               | Weekly newspaper             | Waveneyadvertiser24.co.uk             |
| <br>                             |                              |                                       |
| The New European                 | Weekly newspaper             | theneweuropean.co.uk                  |
| <br>                             |                              |                                       |
| Norfolk Magazine                 | Magazine                     | Norfolkmag.co.uk                      |
| Norwich Resident                 | Magazine                     | Norwichresident.co.uk                 |
| Let's Talk                       | Magazine                     | Letstalk24.co.uk                      |
| Royal Coast Resident             | Magazine                     | royalresident.co.uk                   |
| Pink 'Un                         | Magazine                     | pinkun.com                            |
| Downham Market Life              | magazine                     | N/A                                   |
| <br>                             |                              |                                       |
| East Anglian Daily Times         | Daily newspaper              | Eadt.co.uk                            |
| Ipswich Star                     | Daily newspaper              | Ipswichstar.co.uk                     |
| West Suffolk Mercury             | Weekly newspaper             | N/A                                   |
| East Suffolk Extra               | Weekly newspaper             | N/A                                   |
| Ipswich Extra                    | Weekly newspaper             | N/A                                   |
| Peterborough Matters             |                              | Peterboroughmatters.co.uk             |
| Ely Standard                     | Weekly newspaper             | elystandard24.co.uk                   |
| Wisbech Standard                 | Weekly newspaper             | wisbechstandard24.co.uk               |
| Cambs Times                      | Weekly newspaper             | cambstimes24.co.uk                    |
| Hunts Post                       | Weekly newspaper             | Huntspost.co.uk                       |
| Saffron Walden Reporter          | Weekly newspaper             | Saffronwaldenreporter.co.uk           |
| Dunmow Broadcast                 | Weekly newspaper             | Dunmowbroadcast.co.uk                 |

|   |  |   |
|---|--|---|
| Suffolk Magazine<br>Suffolk Resident  | Magazine<br>Magazine   | Suffolkmag.co.uk<br>theresident.co.uk   |
| Herts Advertiser<br>The Comet<br>The Royston Crow<br>Welwyn & Hatfield Times  | Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper   | Hertsad.co.uk<br>Thecomet.net<br>Royston-crow.co.uk<br>whtimes24.co.uk  |
| School Report<br>Havering Resident  | Magazine<br>Magazine   | <a href="http://www.schoolreportonline.com">www.schoolreportonline.com</a><br>theresident.co.uk   |
| Portishead and Clevedon Resident<br>Torbay Weekly<br>North Devon Gazette<br>Exmouth Journal<br>Sidmouth Herald<br>Midweek Herald<br>Weston, Worle & Somerset Mercury<br>Midweek Mercury<br>North Somerset Times | Magazine<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper | theresident.co.uk<br>Torbayweekly.co.uk<br>Northdevongazette.co.uk<br>Exmouthjournal.co.uk<br>Sidmouthherald.co.uk<br>Midweekherald.co.uk<br>Westonmercury.co.uk<br>Westonmercury.co.uk<br>Northsomersettimes.co.uk |
| Brent and Kilburn Times<br>Ham and High Express<br>Ham and High Broadway<br>Wood and Vale   | Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper   | Kilburntimes.co.uk<br>Hamhigh.co.uk<br>hamhighbroadway.co.uk<br>Hamhigh.co.uk   |
| Ilford Recorder<br>Woodford Recorder<br>Romford Recorder<br>Brentwood Recorder  | Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper   | Ilfordrecorder.co.uk<br>Ilfordrecorder.co.uk<br>Romfordrecorder.co.uk<br>Romfordrecorder.co.uk  |
| Barking and Dagenham Post<br>Newham Recorder<br>The Docklands & East London Advertiser  | Weekly newspaper<br>Weekly newspaper<br>Weekly newspaper   | Barkinganddagenhampost.co.uk<br>Newhamrecorder.co.uk<br>Eastlondonadvertiser.co.uk  |

|                                      |                  |  |
|--------------------------------------|------------------|--|
| Hackney Gazette                      | Weekly newspaper | Hackneygazette.co.uk   |
| Islington Gazette                    | Weekly newspaper | Islingongazette.co.uk  |
| Bexley Times                         | Weekly newspaper | bexleytimes.co.uk  |
| Bromley Times                        | Weekly newspaper | bromleytimes.co.uk   |
| Dartford and Gravesend Reporter      | Weekly newspaper | gravesendreporter.co.uk  |
| Essex Life                           | Magazine         | essexlifemag.co.uk   |
| Kent Life                            | Magazine         | kent-life.co.uk  |
| Hertfordshire Life                   | Magazine         | hertfordshirelife.co.uk  |
| Cotswold Life                        | Magazine         | Cotswoldlife.co.uk   |
| Hampshire Life                       | Magazine         | Hampshire-life.co.uk   |
| Berkshire Life                       | Magazine         | berksandbucksife.co.uk   |
| Surrey Life                          | Magazine         | Surreylife.co.uk   |
| Sussex Life                          | Magazine         | Sussexlife.co.uk   |
| West Essex Life                      | Magazine         | westessexlife.co.uk  |
| Cornwall Life                        | Magazine         | Cornwalllife.co.uk   |
| Devon Life                           | Magazine         | Devonlife.co.uk  |
| Dorset Magazine                      | Magazine         | Dorsetmagazine.co.uk   |
| Somerset Life                        | Magazine         | Somerset-life.co.uk  |
| Exeter Life                          | Magazine         | N/A  |
| Lancashire Life & Lake District Life | Magazine         | Lancashirelife.co.uk   |
| Cheshire Life                        | Magazine         | Cheshirelife.co.uk   |
| Yorkshire Life                       | Magazine         | Yorkshirelife.co.uk  |
| Derbyshire Life                      | Magazine         | Derbyshirelife.co.uk   |
| Living Edge                          | Magazine         | Livingedge.co.uk   |
| Life in North Wales                  | Magazine         | N/A  |
| Country Smallholding                 | Magazine         | countrysmallholding.com  |
| Agricultural Trader                  | Magazine         | agriculturaltrader.co.uk   |
| Rifle Shooter                        | Magazine         | <a href="http://www.rifleshootermagazine.co.uk">www.rifleshootermagazine.co.uk</a> |
| Air Gunner                           | Magazine         | <a href="http://www.airgunshooting.co.uk">www.airgunshooting.co.uk</a>             |
| Airgun World                         | Magazine         | <a href="http://www.airgunshooting.co.uk">www.airgunshooting.co.uk</a>             |
| Sporting Shooter                     | Magazine         | <a href="http://www.sportingshooter.co.uk">www.sportingshooter.co.uk</a>           |
| Clay Shooter                         | Magazine         | <a href="http://www.sportingshooter.co.uk">www.sportingshooter.co.uk</a>           |
| Pilot                                | Magazine         | <a href="http://www.pilotweb.aero">www.pilotweb.aero</a>                           |
| Canal Boat                           | Magazine         | <a href="http://www.canalboat.co.uk">www.canalboat.co.uk</a>                       |

Tillergraph  
France  
Living France  
French Property News

Norfolk Bride  
Marry in Norfolk  
A Suffolk Ceremony  
Suffolk Bride  
The Bereavement Guide

Magazine  
Magazine  
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[www.canalboat.co.uk](http://www.canalboat.co.uk)  
[www.completefrance.com/magazines/france-magazine](http://www.completefrance.com/magazines/france-magazine)  
[www.completefrance.com/magazines/living-france](http://www.completefrance.com/magazines/living-france)  
[www.completefrance.com/magazines/french-property-news](http://www.completefrance.com/magazines/french-property-news)

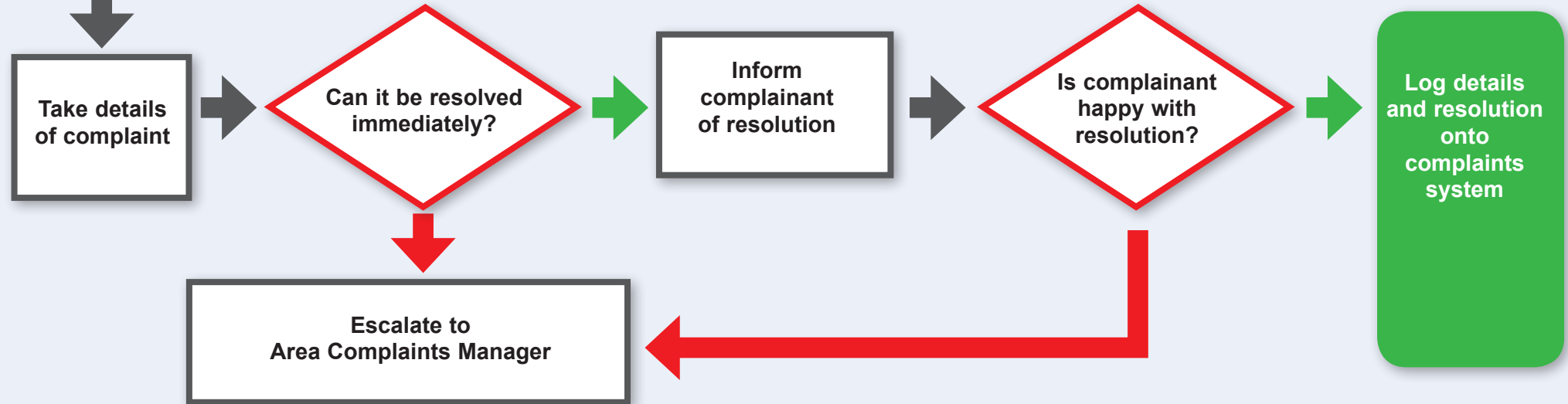
[www.weddingsite.co.uk](http://www.weddingsite.co.uk)  
[www.weddingsite.co.uk](http://www.weddingsite.co.uk)  
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[www.weddingsite.co.uk](http://www.weddingsite.co.uk)  
N/A

# Editorial complaints process

Complainant

Complaint received via email, phone, letter or face to face

Complaint Handler



Area Complaint Manager

