

Annual IPSO Statement – Nub News

Introduction

First launched in September 2018, Nub News is an independent, hyperlocal, online news publisher, with websites covering towns across England and Wales.

The company has online publications in around 40 towns and has launched one new title in 2023 – Stockport Nub News.

The full list of titles can be seen below.

Our journalists generally work remotely and live in the towns they cover, showing our commitment to ‘boots on the ground’ local journalism.

Nub News editors are responsible for the growth of their publications, sourcing unique, original content relevant to local readers, and growing their digital audience.

Nub News’ head office is in Crewe. The sales, IT and finance teams are based there – and the Cheshire-based journalists regularly use the office to meet.

At present, Nub News employs 23 members of staff, 16 of which are editorial.

The total online audience of Nub News’ combined sites is around 2.5 million page views per month and continues to grow each month.

The company is led by CEO and founder Karl Hancock. I was appointed Managing Director in October 2023, having served as Head of Content since the June of 2022. I am the person responsible for liaison with IPSO (james.smith@nub.news).

The current Nub News sites are:

- Alsager.nub.news
- Ashby.nub.news
- Basildon.nub.news
- Biddulph.nub.news
- Brentford.nub.news
- Bridport.nub.news
- Coalvile.nub.news
- Congleton.nub.news
- Cowbridge.nub.news
- Crewe.nub.news
- Dorchester.nub.news
- Ealing.nub.news
- Exmouth.nub.news
- Falmouth.nub.news
- Felixstowe.nub.news
- Frome.nub.news
- Glastonbury.nub.news
- Hitchin.nub.news
- Honiton.nub.news
- Kenilworth.nub.news
- Kingston.nub.news
- Leek.nub.news
- Letchworth.nub.news
- Macclesfield.nub.news
- Maldon.nub.news
- Midsomernorton.nub.news
- Oakham.nub.news
- Penarth.nub.news
- Richmond.nub.news
- Sandbach.nub.news
- Sheptonmallet.nub.news
- Shotleypeninsula.nub.news
- Stoke.nub.news
- Stockport.nub.news
- Teddington.nub.news
- Thurrock.nub.news
- Warwick.nub.news
- Wells.nub.news

Our Editorial Standards

All Nub News journalists adhere to the Editors' Code of Practice. Failure to do so could be a disciplinary issue.

We have a strong emphasis on accuracy and balance and our journalists check the facts of everything they publish before they publish it.

With being a new company, and launching brand new publications, accuracy and a commitment to reliable reporting is paramount to building our brand and trust within local communities.

I speak to the journalists every day to advise on legal and ethical issues – they are told to raise potential issues with me before articles are published. I also sub and rewrite copy, where required.

New journalists are given a full period of training to bring them up to speed with the company's expectations in terms of accuracy and balance. They also have the complaints procedure explained to them.

Our policy is to investigate and correct errors as soon as they are brought to our attention.

There are several experienced journalists on the Nub News team, while others are recently graduated from university journalism courses.

Former Editorial Director Neil Speight is an invaluable source of legal knowledge and support. He continues to edit the Thurrock Nub News website and contribute to our other publications.

Morning news conference calls are held on a weekly basis for each regional team, as well as a company-wide calls on Microsoft Teams on Mondays.

Meetings allow for the discussion of editorial ideas, sharing best practice and swapping advice. The meetings also serve as the platform to provide industry, ethical and legal updates where appropriate.

All user-generated copy is subbed before publication to ensure all content maintains our editorial standards.

Editors are all aware IPSO has a helpline dedicated to giving advice on handling complaints, and for pre-publication advice.

Journalists keep records of their interviews, and make sure any interviewee is aware of the purpose of any meeting. Interviews are preferably arranged via email to ensure transparency.

Handling Complaints

Nub News displays the IPSO Regulated logo at the bottom of each of its site pages.

This is accompanied by the following paragraph: *"Nub News is a member of the Independent Press Standards Organisation (which regulates the UK's magazine and newspaper industry). We abide by the Editors' Code of Practice and are committed to upholding the highest standards of journalism. If you think that we have not met those standards and want to make a complaint, please click here to contact us. If we are unable to resolve your complaint, or if you would like more information about IPSO or the Editors' Code, contact IPSO on 0300 123 2220 or visit www.ipso.co.uk"*

Nub News also includes a contact form allowing readers to contact us directly, or to make a complaint. These contact messages are delivered directly to the site editor, myself (the Managing Director) and Mr Hancock.

There is also a link provided allowing readers to directly reach the IPSO website.

An 'About Us' link at the bottom of each page redirects readers to our corporate website which prominently displays the Nub News postal address and contact telephone number for the Crewe office. Any complaints made to the head office are directed to myself for further investigation.

It is company policy is to deal with all complaints promptly and professionally. Journalists must ensure the Managing Director is made aware as soon as complaints are received.

The first response to any complaint is usually made via the site editor, after consultation with myself or Mr Speight. If it is established Nub News has made a factual error, we will publish a correction or clarification, taking a copy of the original story before we make changes.

If a complaint requires further investigation we may remove a story from publication, pending completion of our discussions. Articles may be republished once corrections are made. Nub News always strives to reach agreement with complainants through dialogue. All correspondence with complainants is retained and logged.

Where complaints are made, I remain in constant liaison with the site editor. Where complaints are made and not upheld, Nub News still reevaluates the handling of the complaint, and the publication of the original story to see what can be learned. Where necessary, learning from each complaint is shared among the editorial team.

Record on Compliance

One complaint against Nub News was upheld by the IPSO Complaints Committee during 2023.

The committee found Hadleigh Nub News had breached Clause 1 (Accuracy) of the Editors' Code across a number of articles reporting on Hadleigh Town Council.

Nub News journalists were briefed about the adjudication and advised how the relevant articles breached the accuracy clause.

Given the ruling also made reference to corrections not being published immediately after complaints were raised, editors were also briefed on the importance of following the complaints handling procedure.

Corrections and standalones were required by IPSO following the ruling – these can be found [here](#).

Training

The majority of our journalists are NCTJ-trained, while youngers editors are often offered NCTJ qualifications as part of their remuneration. Other younger employees have also been given 'top-up' courses as part of their contracts.

Additional ad hoc training is provided as and when required.

Training has been carried out via webinars and conference calls, using outside consultants and experts.

Most recently junior staff were given a one-off training session through IPSO into certain elements of the Editorial Code of Conduct. It is hoped this will be repeated in the future, with more sections of the code covered at a future date.

Staff have also previously attended courses run by the BBC and at least one staff member is due to take part in a week-long course on data-led investigative journalism in the coming weeks.

I also recently met with the NCTJ to discuss further ad hoc, and potentially bespoke training packages.

James Smith

Managing Director