

11th Annual Report to IPSO: 2024

Landor LINKS

Introduction: Landor LINKS

Landor LINKS is an independent publisher, event organiser and knowledge-network. The company was founded in 1989 and is acknowledged as a sector leader in areas such as whose activities focus on the transport, urban planning, traffic management and electric vehicle.

Our audience is a professional one. It spans policymakers and practitioners in central, regional and local government, the private sector, academia and a variety of NGOs and public institutions.

Titles/products:

The current core Landor LINKS news publications are:

Print

- Parking Review
- One-off reports and directories

Digital – PDF

- LTT (Local Transport Today) – via a dedicated website
- Parking Review – via ISSUU

Websites

The editorial content carrying websites run by the company are:

www.TransportXtra.com

www.LTTmagazine.co.uk

www.parkingreview.co.uk

www.EVolutionMagazine.co.uk

Responsible person:

Jason Conboy, Joint Managing Director, Landor LINKS

IPSO report prepared by:

Mark Moran, Managing Editor, Landor LINKS

Correspondence contact:

Irina Cocks, Company Secretary, Landor LINKS

Landor LINKS Limited

Apollo House, 359 Kennington Lane, London, SE11 5QY

Email: irina.cocks@landor.co.uk

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Learning **I**nformation, **N**etworking and **K**nowledge **S**haring

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Editorial standards

Landor LINKS prides itself on being an expert, authoritative and independent publisher. The Landor LINKS approach is to report on the sectors we cover in an impartial and independent manner.

Our in-house editors are long-term employees, and the freelance correspondents, sector contributors and columnists we work with are all experts in their fields.

The editors write news, analysis, features and diary items based on engagement with primary sources, discussions with experts in the field, attendance at events, etc. They are in regular contact with each other and act as sub-editors for one another.

Fact checking

The news stories and features that our editors produce are drawn from a wide variety of sources:

- Primary research
- Interviews
- Press releases
- Press conferences and briefings
- Seminars, webinars and conferences
- Social media.

Interviews

When conducting interviews, either on the phone, in person or via correspondence (Q&As, etc.) interviewees are always made aware that what is discussed is available for publication unless specifically stated as being 'off-the-record'. Editors will, where requested, check back quotes and figures cited, but always retain the final edit of interviews. The editors are encouraged to retain notes, audio recordings, emails and correspondence relating to work in an orderly fashion.

Secondary sources

Where press releases or other media form the starting point of a story, every effort is made to corroborate facts and cite sources.

Editorial etiquette

The editors understand and respect:

- Embargoes
- Chatham House Rules
- Attribution of third parties.

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Complaints handling

The nature of publishing means that stories will generate requests for clarifications and corrections as well as formal complaints. These can be made in the form of emails, phone calls and letters either sent directly to the relevant editors or to the company. Where a complaint is made, the relevant editor is tasked with establishing the nature of the complaint. It is often the case that a conversation or personal correspondence with the complainant resolves the issue. It may be that the complainant is satisfied with: writing a letter for publication; seeing an amendment made to the story online; or, if in print, a clarification/correction can be printed in the next available issue.

Early engagement usually avoids an issue escalating. However, where a complaint holds the potential, however remote, to result in a legal claim that complaint will be referred to the Managing Director. This will enable a suitable response to be discussed and acted upon.

Where a complaint is made using terms such as 'I have been libelled', or seems likely to escalate, the relevant editor will alert both the Company Secretary and Managing Director who will refer the complaint to our insurer's legal advisors. Once a complaint has involved the Company Secretary and, by extension, our insurer, a formal record is kept. We have also made the editorial team aware of IPSO's guidelines on keeping original copies where there have been complaints about online content.

Complaints during 2024

During the period this report covers (2024) there have no instance that have required us to contact our insurer.

Amendments to historic online coverage: As flagged up in past reports, we occasionally receive requests from individuals want to have details of their past amended or deleted from our online coverage.

Some of the requests come from individuals working in contentious areas such as the parking and traffic enforcement sector, to have photographic portraits deleted from the sites. These requests have been discussed internally and agreements reached following discussion with the individuals where merited.

A key consideration for the editorial team is balancing regard for the wellbeing of those making requests while also ensuring we are not deleting or fundamentally changing key elements of the historic record. We feel we are striking the right balance on this issue.

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Guidance and information

Our membership of IPSO is signalled via use of the updated 'IPSO Regulated' logo on the **Landor LINKS Ltd website** as well as the contents pages of our main journals – **Local Transport Today** (LTT) and **Parking Review**.

Should a complainant's initial concerns not be resolved they will be informed of our membership of IPSO.

Editorial guidance from IPSO

Landor LINKS has not yet needed to seek pre-publication guidance from IPSO. However, our journalists have been informed that they can contact IPSO if they need guidance before publication, on the Editor's Code or on public interest exceptions. However, we have taken note of the positive feedback to our previous reports to IPSO and have included suggested improvements in subsequent reports.

The IPSO Editor's Code

Landor LINKS circulates the IPSO Editor's Code (esp. when updated) to all editors and regular writing staff, as found at:

<https://www.ipso.co.uk/editors-code-of-practice/>

The editors are aware of IPSO and can study advice, rulings and case notes online.

We have also provided them the link to the IPSO helpline as found at:

<https://www.ipso.co.uk/IPSO/contactus.html>

We also circulate the regular IPSO newsletters within the editorial team.

Online content

We ensure that editors are responsible for signing off printed materials and posting online content. The editorial team has also been made aware of IPSO's recommendations on handling complaints about online content, including the need to retain a copy of the original online content.

We have asked editors to take note of copyright issues, especially regarding photographic imagery rights. Where doubts exist, we will ask organisations submitting images with press releases and articles to verify they have the appropriate permissions.

Social media

The whole question of journalism and the use of material found on social media and what journalist post onto social media. When the first annual statement was drafted social media was relatively new. Social media is now a core means of communication. Landor LINKS Ltd has currently ceased using X (formerly Twitter) as a communications tool, and focus on LinkedIn platform when engaging with professional audiences.

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Transparency

Landor LINKS is an independent publisher working in professional fields. Independence and public service approach are key to our reputation in the sectors in which we operate. Where a journal carries a commercial supplement, this is flagged up as either a 'sponsored supplement', 'paid content' or 'advertising feature'.

Our record on compliance

Landor LINKS continues to have a good record, with no complaints requiring arbitration via IPSO being made since we joined the organisation.

Details of any complaints against the publisher that have been ruled on by IPSO's Complaints Committee over the period:

There were none during 2024.

Details of the steps taken to respond to any adverse adjudications by IPSO over the period:

There were none during 2024.

Details of any other incidents in relation to which the publisher accepted that it had breached the Editors' Code, or which otherwise raised significant concerns about compliance with the Editors' Code over the period, and details of the steps taken to remedy these concerns:

There were no such incidents during 2024.

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Our training and awareness processes

Landor LINKS continually reviews the skillsets of its staff and the training needs of the company. Where a member of staff expresses a need to update their skills, we work with them via our Personal Development Plan approach to HR.

The move to home working during pandemic initially presented challenges in terms of team working, but Landor LINKS has established weekly company meetings and encouraged the use of MS Teams to allow project teams to keep in touch.

Experience and mentoring

Our editors and contributors are well established within their fields. Our editors – who act as gatekeepers – have a good working knowledge of journalistic standards. They share experience and concerns with one another and also communicate this to newer staff and freelance contributors.

Courses

Several of our editors have undergone formal NCTJ approved courses and have attended courses on sub-editing, media law, online working and feature writing at London College of Communications and similar bodies.

The editors also encouraged to keep up to date with bulletins, events, seminars and webinars produced by organisations such as the Periodical Publishers' Association (PPA), the Society of Editors and publishing trade events, as well as membership of the National Union of Journalists (NUJ).

Via corporate and individual memberships, the editors can draw on guidance published by professional organisations such as:

- The Periodical Publishers' Association (PPA)
- The Society of Editors (SoE).

One of our editors is a member of:

- PPA Digital Policy and Regulation Forum.

Our senior editors subscribe to press trade publications including:

- UK Press Gazette (online)
- In Publishing (print and online).

Key announcements and trends spotted in these are shared informally.

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APPENDIX: Manuals, codes and guidance used by editors

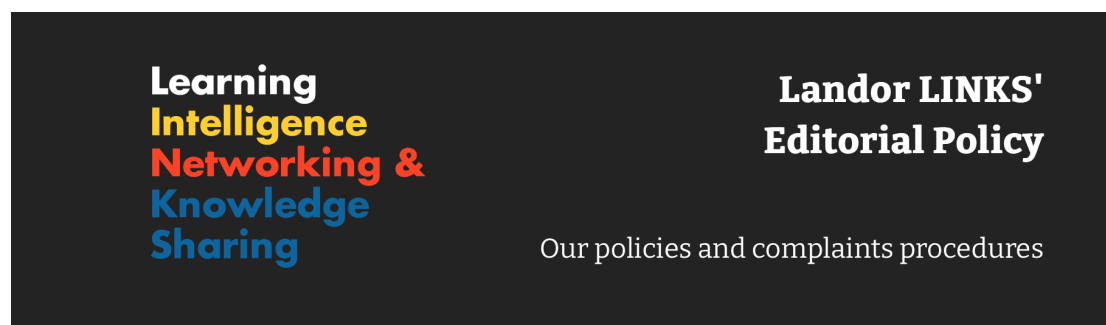
The company has invested in current editions of the following standard texts, which are held by our senior editors:

- McNae's Essential Law for Journalists (24th Edition) – Mike Dodd & Mark Hannah
- The Economist Style Guide (12th Edition)
- Essential English for Journalists, Editors and Writers – Harold Evans

APPENDIX: Manuals, codes and guidance used by editors

Landor LINKS has set out its editorial policy and IPSO compliant complaints procedure in here:

<https://www.landorlinks.uk/editorial-policy>



Landor LINKS Ltd is a member of The Independent Press Standards Organisation which regulates the UK's magazine and newspaper industry. We abide by the Editor's Code of Practice and are committed to upholding the highest standards of journalism.



If you think we have not met those standards and want to make a complaint please do so in writing to Irina Cocks at: irina.cocks@landor.co.uk or by post to:
Irina Cocks, Landor LINKS, Apollo House, 359 Kennington Lane, London SE11 5QY.

We aim to acknowledge your complaint within 5 working days of receipt. Complaints will only be accepted within four months from the date of the behaviour of first publication of the article that you are complaining about. Where an article remains accessible on our website, complaints will be accepted up to 12 months from the date of the behaviour or first publication of the article you are complaining about.

When submitting a complaint please include a copy of the article in question, a written explanation for your concerns with reference to the Editor's Code and any other supporting documentation which may help us assess your complaint. We will resolve your complaint within 28 days of receiving everything we need from you to allow us to investigate. If we are unable to resolve your complaint, or if you would like more information about IPS or the Editor's Code, contact IPS on: **0300 123 2224** or visit: www.IPSO.co.uk

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Landor LINKS

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Landor LINKS'
Editorial Policy

Our policies and complaints procedures

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If you think we have not met those standards and want to make a complaint please do so by writing to [Irma Cocks at \[Irma.Cocks@landor.co.uk\]\(mailto:Irma.Cocks@landor.co.uk\)](mailto:Irma.Cocks@landor.co.uk) or by post to: [Irma Cocks, Landor LINKS, Apollo House, 359 Kennington Lane, London SE11 5QY](mailto:Irma.Cocks@landor.co.uk)

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Landor LINKS Editorial Policy and Complaints procedure

IPSO Editor's Code for Practice
www.ipso.co.uk/editors-code-of-practice/

IPSO Complaints procedure
<https://www.ipso.co.uk/make-a-complaint/>

Landor LINKS Editorial Complaints Policy

Landor LINKS Ltd take all complaints about editorial content seriously. We are committed to abiding by the Independent Press Standards Organisation (IPSO) rules and regulations and the Editor's Code of Practice that IPSO enforces (The Editor's Code).

This policy only applies to complaints about editorial content in our publications and digital books that we control in the UK, Channel Islands and Isle of Man. It does not cover:

- Complaints about TV and radio services (these are regulated by Ofcom, ATVOD and/or the BBC Trust)
- Complaints about advertising (which are regulated by the Advertising Standards)
- Concerns about matters of taste/decentcy and due impartiality
- Complaints about books
- Complaints about "user generated content" (i.e. material on our digital services e.g. websites or apps that were not posted by us or on our behalf) which we have not reviewed or moderated
- Any complaint that falls outside the remit of IPSO

How to complain

Complaints should be made in writing, either by email or by post to: Landor LINKS Ltd, Apollo House, 359 Kennington Lane, London SE11 5QY and addressed to the editor of the relevant publication.

Complaints will only be accepted within four months from the date of the behaviour or first publication of the article that you are complaining about. Where an article remains accessible on our website, complaints will be accepted up to 12 months from the date of the behaviour or first publication of the article that you are complaining about.

When making your complaint, you must include:

- a copy of the article in question, or a link to the relevant webpage or a web address, if the complaint is about published material (or reference to the publication title, issue date, page and article title if a copy is unavailable).
- a written explanation of your concerns with reference to the Editor's Code;
- any other documents that will help us assess your complaint

Complaints received without this essential information cannot be considered. We may seek further details after your initial contact. If you cannot provide the requested information we may be unable to consider your complaint.

We will consider complaints from (a) any person who has been directly affected by the matter complained of, or (b) from a representative group affected by an alleged breach of the Editor's Code which is significant and of substantial public interest, or (c) from a third party seeking to correct a significant inaccuracy of published information.

We reserve the right to reject, without further investigation, complaints that show no breach of the Editor's Code; or that are trivial, hypothetical, gratuitously abusive or offensive, or otherwise vexatious or insignificant.

If you are taking legal action, we may be unable to consider your complaint.

What happens to your complaint?

The complaints process is free of charge irrespective of the outcome of your complaint. We aim to acknowledge your complaint within 5 working days of receipt. You agree to respond promptly to any request for further information.

If we receive multiple complaints about the same issue we may make one response to all. We will resolve your complaint within 28 days of receiving everything we need from you to allow us to investigate. If we fail to meet this timescale, you can take your complaint to IPSO.

We will always treat you courteously and with respect. We expect the same from you.

Complaint to IPSO on exhaustion of our complaints procedure

If you are unhappy with our final response to your complaint you may complain to IPSO (<https://www.ipso.co.uk>). IPSO offers without charge a complaints handling service to the public in cases where there has been a disagreement between a complainant and us about whether the Editor's Code has been breached. We will be asked to confirm that our complaints procedure has been exhausted and will do so in writing.

Policy Changes

We reserve the right to amend this policy as required to ensure compliance with IPSO regulations. We will publish the current policy on our website. Your complaint will be considered against the published policy on the date of receipt.

Contact us

Landor LINKS
Apollo House
359 Kennington Lane
London
SE11 5QY

By email:
complaints@landor.co.uk

By telephone:
+44(0)20 7091 7865

Our Services

Events
Publishing
Recruitment
Contract Events
Contract Publishing

Policies

Privacy Policy
Terms & Conditions
Editorial Policy & Complaints
Procedure
The drive to decarbonise

Landor LINKS is a carbon-aware event organiser. We seek to minimise the carbon footprint of all the events we organise. We carefully select venues and the companies within our supply chain. We strive to make it as easy as possible for our attendees and exhibitors to work together to minimise carbon emissions.

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