

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 30 towns and has launched three new titles in 2024 – Nantwich Nub News, Wilmslow and Alderley Edge Nub News and Chester 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 21 members of staff, 15 of which are editorial.

The total online audience of Nub News’ combined sites is around 3 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
- Chester.nub.news
- Coalville.nub.news
- Congleton.nub.news
- Crewe.nub.news
- Dorchester.nub.news
- Ealing.nub.news
- Frome.nub.news
- Glastonbury.nub.news
- Hitchin.nub.news
- Kenilworth.nub.news
- Kingston.nub.news
- Leek.nub.news
- Macclesfield.nub.news
- Maldon.nub.news
- Midsomernorton.nub.news
- Nantwich.nub.news
- Oakham.nub.news
- Penarth.nub.news
- Richmond.nub.news
- Sandbach.nub.news
- Sheptonmallet.nub.news
- Stoke.nub.news
- Stockport.nub.news
- Teddington.nub.news
- Thurrock.nub.news
- Warwick.nub.news
- Wells.nub.news
- Wilmslow.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.

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. The regional heads and 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. All their copy in their first weeks of employment is checked to ensure they meet our editorial standards. This continues until their line manager is satisfied, they can consistently meet standards.

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. Now our Chief Reporter, 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

No complaints against Nub News were upheld by the IPSO Complaints Committee during 2024.

Several complaints were made over the course of the year against various publications, but none were upheld.

While none were upheld, each did serve as a learning opportunity for the individual site editor, and for the wider editorial team.

In each circumstance we discussed in detail how our copy could have been clearer or written in a way to avoid the possibility of a complaint. Further, we also used it as an opportunity to reconsider our complaints procedure, as in each instance the complainant had been in contact with us before submitting a complaint to IPSO.

We are very proud that no complaints were upheld against any of our publications in 2024.

Training

Almost all our journalists are NCTJ-trained, while youngers editors are 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.

Staff have also previously attended courses run by the BBC and at least one staff member took part in a week-long course on data-led investigative journalism last year.

Other staff members have taken part in courses on video journalism and editing skills.

James Smith

Managing Director