

## IPSO Annual Statement 2024

### Introduction

The origins of the company go back to 1798, when Orkney was a very different place. While Lord Nelson was busy defeating the French in the Battle of the Nile, Magnus Anderson was fully occupied, setting up a bookbinding business in Kirkwall.

The business was primarily focused on the binding of bibles, and gradually developed into a professional printing business; the first in the islands, and a dramatic development at the time.

This was the birth of today's company. Totally different in both size and nature, The Orcadian of the 21st century continues to introduce new developments, and stays at the cutting edge of technology. This has been the hallmark of the company throughout its history, and *The Orcadian* newspaper has fully embraced the digital age by launching an online edition, a regularly updated news website and popular social media channels.

Over the years, the firm matured into a fully-fledged publishing and marketing company, producing the weekly newspaper, various magazines, local interest books, commercial design and print services in Litho/ Digital/ Large Format and Sublimation. The Orcadian runs an independent bookshop located in the centre of Kirkwall, which sells a wide variety of books including local interest titles and merchandise.

### Titles Published

Weekly newspaper *The Orcadian* which is published every Thursday.

Annual tourist information magazine *The Orkney Islander* which is released in March/April.

### Responsible Persons

Craig MacInnes, General Manager – email [manager@orcadian.co.uk](mailto:manager@orcadian.co.uk)

Leah Seator, Editor – email [leah@orcadian.co.uk](mailto:leah@orcadian.co.uk)

### Editorial Standards

*The Orcadian* operates to strict editorial standards. All reporters are clear on the essential requirement to take accurate notes, gathering facts from reliable and relevant sources, and ensuring that any information used for the basis of a story is accurate and verifiable.

All editorial staff are familiar with, and operate within the guidelines outlined in the Editors' Code of Practice. In addition, all editorial staff have confirmed that they are aware of all changes to the latest version, January 2025.

Being a local newspaper in a small community, a common-sense approach is required when it comes to news gathering and reporting. If the Editor has any doubts about, or questions regarding, the factual accuracy or legalities surrounding any story, it will not be published until such time as they are satisfied.

*The Orcadian* editorial team are all aware that IPSO offers pre-publication advice on the Editors' Code. If editorial staff require guidance on this, for example clarification on a public interest exception in relation to an article sought to be published, staff know to contact IPSO for advice directly or via the Editor.

### Complaints Handling

There are several ways to make a complaint about the company's publications which are clearly highlighted in the printed and digital editions and via the news website [www.orcadian.co.uk](http://www.orcadian.co.uk). Information relating to any complaint can be sent in writing, addressed to the Editor, The Orcadian, Hell's Half Acre, Hatston, Kirkwall, Orkney KW15 1GJ. Alternatively, complaints can be emailed to [newsroom@orcadian.co.uk](mailto:newsroom@orcadian.co.uk).

The reception team can be contacted by telephone on 01856 879000 and details left for the Editor's attention. Complaints are made in confidence, and are handled professionally and efficiently.

All complaints concerning any aspect of the business are logged in a form which is accessed by department heads, by date, nature of complaint, the relevant publication, solutions offered and the overall resolution. All data is handled in accordance with DPA requirements.

### Who Handles Complaints at *The Orcadian*

Leah Seator, Editor

Craig MacInnes, General Manager.

### Fact-checking of Stories

Covering a small geographical area, local knowledge, industry training and common-sense allow the editorial team members to ascertain whether a story is legitimate or not.

All staff know to check the facts of any claims made, and that sources are credible, before proceeding to the stage of writing a story. All claims and statements are checked with the relevant authority/ body/ company/ individual etc, and discussed with the Editor before progressing to the formation of a story, and subsequent publication.

Editorial meetings are held at least three times per week, to assess and plan content, and to ensure all stories are given appropriate and thorough attention.

All interviewees are made aware of our intention to publish comments made, and consent is always sought. Journalists keep copies of digital and shorthand interviews for future reference, for a minimum of one year.

### Manuals and Guidance

We use [www.ipso.co.uk](http://www.ipso.co.uk) and [www.nuj.co.uk](http://www.nuj.co.uk) manuals and guidance. All journalists are supplied with a copy of the latest Code of Practice, which is also on display in the newsroom.

### Details of any complaints during the period January – December 2024

We received a complaint on August 7, 2024 about a report on a case in the Sheriff Court, from a couple who had been the victims of antisocial behaviour. They questioned the accuracy of a quote made by the fiscal during proceedings, as written in the reporter's article.

The editor consulted with the reporter to ascertain what had been said in court, and then replied to the complainer, to explain that while what the fiscal had said had said may not be correct in their minds, it was indeed what she had said on the day.

Our report was therefore factually correct, based on the proceedings in court, but we offered our sympathy and wished the couple well, directing them to the fiscal with any further complaint. The complainer was satisfied with this explanation.

### Staff Training

*The Orcadian* puts key emphasis on ensuring that all journalists are fully qualified, and that training is up-to-date for all employees. All editorial staff have access to regular refresher training offered through NUJ Training Scotland, along with opportunities for developing skills. In 2024 some of our staff completed courses on subbing, research techniques, investigative journalism, and editing and management skills.

One trainee reporter is currently learning shorthand with an NCTJ accredited tutor, and is progressing towards the 100 words per minute shorthand exam.