

Annual Report 2015

We support those who feel wronged by the press, upholding the highest professional standards and providing redress where they have been breached.

Contents

- 2 Our Vision, Mission, and Values
- 3 Statement from the Chairman
- 6 Statement from the Chief Executive
- 8 IPSO Board
- 10 IPSO Complaints Committee
- 12 IPSO's work: September 2014 to December 2015
- 15 IPSO's complaints process and case studies
- 20 How does IPSO work?
- 22 IPSO's complaints statistics 2015
- 23 List of regulated publishers and complaints
- 25 Financial information
- 26 Looking forward

Our Vision

A trusted, thriving, free and responsible press, reinforced by independent, effective regulation.

Our Mission

To support those who feel wronged by the press. To uphold the highest professional standards in the UK press. To determine whether standards have been breached and provide redress if so.

Our Values

Independent:

IPSO will carry out its work free from control or interference by the press, parliament, interest groups or individuals.

Bold:

IPSO will act without fear or favour.

Fair:

IPSO will reach judgements according to its rules based on the evidence it has gathered and its actions and sanctions will be proportionate.

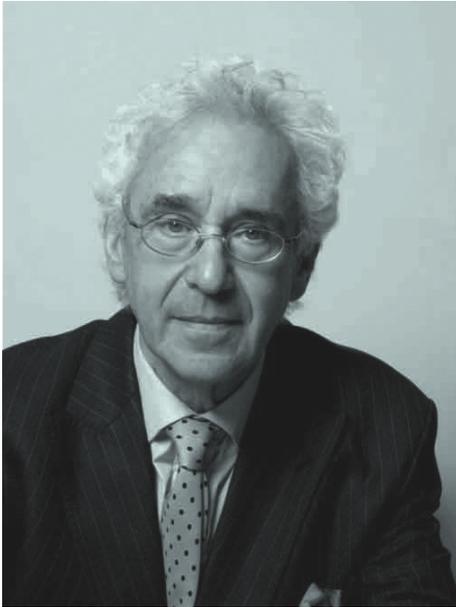
Accessible:

IPSO will make it as easy as possible to access its services and to engage with it.

Transparent:

IPSO's work will be in the public domain, ensuring its actions and processes are clear and visible, while fulfilling any duty of confidentiality.

Statement from the Chairman



Rt Hon Sir Alan Moses, Chairman

I was appointed Chairman in the spring of 2014. IPSO started its work in September 2014. This report relates to the first full calendar year of operation of the first working regulator of the press. It is important to underline the significance of the fact that IPSO is a regulator and is, day in and day out, working as a regulator.

The striking consequence of Leveson, which it is all too easy to overlook, is that for the first time in the history of the press, publishers have voluntarily agreed to enter into a legally binding contract with a regulator, IPSO. This contract confers legally binding powers on IPSO and imposes legally binding obligations on the regulated press. It is as a result of that contract that IPSO is able to go to court to enforce its actions and as a result of that contract that the 85 publishers with over 1,100 print titles and 1,500 websites, 90% of national newspapers measured by coverage, almost all local newspapers and all the major magazine newspapers publishers are legally required to comply with our rulings.

The terms of the contract, IPSO's Articles of Association, its rules and regulations were agreed before IPSO started. They demonstrated how far those who submitted to regulation were prepared to go before IPSO started its operations.

When I was appointed I was told that it would not be possible to persuade them to go further and change the rules to make regulation more effective. But once the regulated had seen how we were prepared to work, in practice, and, through experience, learnt to value our judgment, they did agree to those

changes of the rules which we at IPSO were satisfied were sufficient to make us effective. This I believe to have been a striking achievement in the first full year of our work.

It does not stand alone. Coupled with those successful negotiations were the financial arrangements secured by our Chief Executive Matt Tee by which a budget has been agreed for the rest of the term of the contract, which expires in 2020. This provides the independence and security which Leveson recommended; the funds we need to carry out our duties are now ensured.

Needless to say, those who criticise what we do, who would prefer that we did not even exist, are unable to bring themselves to acknowledge anything positive in our performance. But I see daily the fruits of the remarkable work, under Matt Tee's leadership, which our staff achieve for the protection of the public from the abuse of misrepresentation and inaccuracy and from intrusion and harassment. IPSO provides the only realistic means by which members of the public can complain and seek redress from most of the printed and online press. Our staff treat the public with patience and sympathy, and deal with the press with tenacity and courage. Each week we provide relief from oppression in our dissemination of Private Advisory Notices by which we warn the press about approaching those who do not wish to speak to the press or to be beset by journalists.

IPSO's work is by no means confined to adjudication of complaints. Our Standards function is, for the first time, developing the processes by which the press are monitored through their obligation to provide annual statements. IPSO is developing this function as an important resource by hosting and encouraging meetings with sections of the community who feel oppressed by press coverage.

None of these achievements in 2015 would have been possible without the leadership of Matt Tee who recruited the new staff, developed IPSO's new functions, negotiated the changes to our rules, and travelled across Great Britain to visit newspapers and magazines.

Setting up a new organisation, the first regulator, is no easy task. It could not have been done without Charlotte Dewar who oversaw the beginnings of IPSO before Matt Tee arrived and who is now our Director of Operations.

I could not have even begun to act as Chairman without their support and the Heads of Complaints, Bianca Strohmann and Ben Gallop. Nor could I have done so without the wisdom and energy of our Board appointed by an independent Appointments Panel, and our Complaints Committee; their independent rigorous judgment is demonstrated in the published reasons for their conclusions. Those conclusions are the product of detailed, scrupulous and independent debate, which takes place in the weekly exchange of opinions as to outstanding complaints and at the monthly meetings where they determine those complaints which still require resolution.

I hope all the others who work with such commitment will forgive me if I particularly recognise Anne Lapping, Deputy Chairman of the Board, Richard Best, Deputy Chairman of the Complaints Committee, Rick Hill, Chairman of the Audit and Risk Committee and Kevin Hand, Chairman of the Remuneration

Committee, who sadly died shortly before this report went to press. From them and from both Board and Committee I am learning a lesson I found so difficult as a judge over the past twenty years: how important and valuable it is to listen to others.

And it is to the voice of the public who feel oppressed by the power of newspapers that IPSO continues to listen. We seek to help them resist and correct intrusion and inaccuracy. It is right that the public should know whether we are succeeding in what we have set out to achieve. To this end we have commissioned Sir Joseph Pilling to carry out an independent review of our work and its effectiveness; he will report in 2016.

In the meantime, we believe that we have had a significant effect on the approach of the press to the standards they have set themselves in the Editors' Code. Their change of attitude is demonstrated in their internal procedures by which they seek to avoid adverse rulings, their recognition of the importance of speedy resolution and in their acknowledgement that they cannot resist the consequential requirements we impose.

We at IPSO do not want a defensive press. On the contrary, we do want to see that an unruly and untamed press thrives. We know that freedom of thought and expression, exemplified by a free press, includes the right to a private life, to private communication and relationships, free from intrusion, hate, violence and cruelty and that a free press can also be a fair press, avoiding distortion and misrepresentation. It is this difficult but vital balance we at IPSO will continue, as in 2015, to achieve.

Statement from the Chief Executive



Matt Tee, Chief Executive

My challenge for 2014–15 was to establish IPSO as an independent and effective organisation, giving the public a place to come to if they feel that publications have broken the rules but also developing the functions that make IPSO a regulator, not just a complaints handling organisation.

Two key tasks that needed to be resolved before IPSO could function fully were finding suitable office accommodation and agreeing a budget with the Regulatory Funding Company (RFC) which funds us on behalf of our members. In late February 2015 we moved IPSO into offices on Ludgate Circus, with views up Fleet Street and over to St Bride's church.

In late 2014 we agreed a budget for 2015 with the RFC and agreed in principle to have a four-year budget covering the remainder of the first period of IPSO's members' contracts. We have now agreed a budget that covers 2016–19, with regular payment dates. This means that it is not possible for the industry to exert influence over IPSO by restricting access to funds. Negotiation with the RFC on the budget has been straightforward and the IPSO Board has agreed that the organisation has the budget it needs.

Another important issue for IPSO in 2014–15 was negotiating changes to the contracts and regulations that govern how IPSO carries out its work – 'the rules'. The original versions were drafted and agreed before IPSO formally existed and before the Chairman and Board were appointed. Given the effort that went into getting more than 80 publishers signed up to IPSO on the original documents, it was not surprising that the industry was initially reluctant to open the question of changes in the first year. When it became clear, however, that the IPSO Board viewed this as being very important, the RFC

formed a committee to negotiate changes with a small team from IPSO that I led. The resulting changes were agreed overwhelmingly by IPSO members and have achieved the objectives the IPSO Board set of giving IPSO greater independence, more control over its processes and simplifying arrangements for beginning a standards investigation.

While IPSO has several functions, handling complaints from the public will always be a very significant part of its work. While some criticised any continuity from the PCC to IPSO, I was always of the view that there could not be a single day when we were unable to take complaints from the public in the transition. We could not have done this without taking on administrative and complaints staff from the PCC. Those staff have adapted to new IPSO systems, have helped develop a new culture, and are delivering better complaints handling for the public than the PCC did. They have my respect and admiration.

IPSO has also taken on a significant number of new staff. With few exceptions we attract very high quality fields for jobs. About half of IPSO's staff have joined since IPSO began. Our staff survey tells us it's an attractive place to work and we want to keep it that way.

One of the new functions that IPSO has established is Standards. This covers the way that publishers show their compliance with the IPSO regime through their annual statements to us about the complaints we have adjudicated on through to us being ready to run a Standards Investigation, potentially leading to a fine, for serious and systemic misconduct. IPSO's Standards function will also issue guidance on particular issues where we feel that this will be helpful to editors. Publishers returned their first annual statements in early 2015 and returned their second in 2016. This is the first time that any press regulator has received regular statements from publishers about compliance with the Editors' Code.

In 2015 IPSO developed and consulted on an arbitration scheme, designed to be a low cost alternative route for people that might have taken a case to the civil courts, but couldn't afford it. In the latter part of 2015 we developed the scheme with potential members with the intention of running a pilot scheme in 2016.

One of the changes that has occurred since IPSO started is that the Editors' Code Committee now has five lay members as well as newspaper and magazine editors. The IPSO Chairman and I sit on the Committee as well as three others appointed by the independent IPSO Appointments Panel. In 2015 the Committee considered changes to the Editors' Code and a new Code was issued in January 2016.

When people ask 'how's it going?' I always find it difficult to answer. What is a good measure of success? Not complaints received, nor Standards Investigations launched, I'm sure.

By the end of 2015 we had an organisation that was quietly getting on with its work, dealing with over 12,000 enquiries and complaints from the public. It is secure in its funding and has negotiated the changes to its rules it needs. It has developed new functions and is confident about what it does. For the moment, that's not bad.

IPSO Board

The Board has twelve members including IPSO’s Chairman. All members are selected by the IPSO Appointments Panel, chaired by Sir Hayden Phillips. The majority of members have no connections with the newspaper and magazine industry. The other members have recent senior experience in the newspaper or magazine industries and offer expertise in the area of press standards.

No member may be a serving editor of bodies which are or could be regulated entities or a serving member of the House of Commons, UK Government, Scottish Parliament or Government, Welsh Assembly or Government, or Northern Ireland Assembly or Executive. Only the Chairman may also be a member of the Board and the Appointments Panel.

The Board is responsible for oversight of IPSO and supports the Chair to set the vision and strategic direction of IPSO; monitor its performance and advise, guide, challenge and support the organisation. The Board also appoints all members of IPSO’s Complaints Committee.



Rt Hon Sir Alan Moses, Chair of the Board
Sir Alan is a former Lord Justice of Appeal. He previously served as a High Court Judge (Queen’s Bench Division) and as Presiding Judge of the South Eastern Circuit. He is also a member of Spitalfields Music and was an external member of the Council of the Royal Academy of Arts.



Anne Lapping, Deputy Chair
Anne Lapping is the former Vice Chairman of the Council and Court of the London School of Economics. She has worked for ITV and the Economist, was the joint founder of Brook Lapping Productions, and is a Trustee of openDemocracy, former Chair of the Management Board of Polis, and a former Non-Executive Director of Channel 4 and the Scott Trust.



Mehmuda Mian
Mehmuda Mian practised as a solicitor specialising in commercial and professional indemnity litigation. She previously worked at the Law Society investigating complaints against solicitors and has chaired independent review panels for the NHS. She was one of the first Commissioners to the Independent Police Complaints Commission and is a former BBC Trustee, non-executive Director of the Independent Safeguarding Authority and of the Disclosure and Barring Service.



Richard Hill MBE
Rick Hill is the Northern Ireland member of the Ofcom Communications Consumer Panel. He has previously been Chair of the General Consumer Council for Northern Ireland, Chair of the Northern Ireland Screen Commission, Chair of Consumer Focus Post and a member of the Consumer Focus UK Board. He is now the owner and Director of Titanic Gap Media Consultancy.



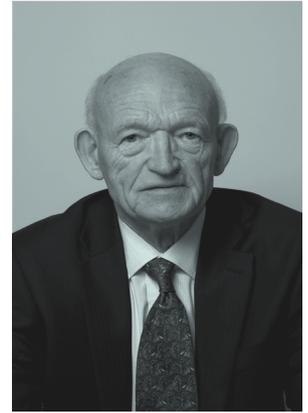
Ruth Sawtell
Ruth Sawtell is currently a board member at the Parliamentary and Health Service Ombudsman and at PhoneyPayPlus. She recently completed a six year tenure as a council member at the Advertising Standards Authority and was previously a council member at the Nursing and Midwifery Council and a non-executive director at Hertfordshire Partnership University NHS Foundation Trust.



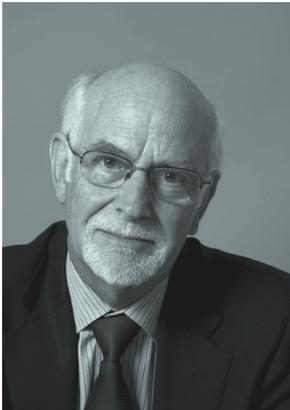
Charles McGhee
Charles McGhee, the former editor of The Herald in Glasgow, is an Honorary Professor in Journalism and Media at Glasgow Caledonian University. Charles is a former member of the Press Complaints Commission and President of the UK Society of Editors.



Keith Perch
Keith Perch is the former editor of the Leicester Mercury, the Derby Telegraph and the South Wales Echo (Cardiff) and has also worked for the Grimsby Telegraph, the Hull Daily Mail and the Birmingham Post and Mail. He is currently a senior lecturer in journalism at the University of Derby and a media consultant.



Charles Wilson
Charles Wilson is the former managing director of the Mirror Group Newspapers and has previously been editor of The Times, Independent, the Scottish Sunday Standard, Glasgow Herald and the Chicago Sun Times. He is a former member of the Youth Justice Board, and former Vice-Chairman of the Chelsea & Westminster Hospital. He is Vice-Chairman of Addaction.



Trevor Kavanagh
Trevor Kavanagh is a columnist and assistant editor of The Sun. He was the paper's political editor from 1983–2006 and chief leader writer until 2008.



Sir Martyn Lewis
During Martyn Lewis's 32 years as a television news journalist he presented national news programmes on ITV and BBC. He is Chairman of the National Council for Voluntary Organisations, the Queen's Award for Voluntary Service, President of United Response, Founder of YouthNet and Director of The TS Elite Group.



Richard Reed CBE
Richard Reed is the co-founder of innocent, Jam Jar Investments, Art Everywhere and the Reed Page Foundation. Richard is also Chairman of the innocent foundation and a Patron of Peace One Day.



Kevin Hand
During his executive career Kevin Hand served as a Director of Emap for ten years, the last three of which were as the Chief Executive. He sadly died in April 2016.

Dr Ros Altmann
Ros Altmann served the Board from May 2014 to April 2015. She stood down to become the Government Pensions Minister.

Bill Newman
Bill Newman, former Managing Editor of the Sun, served on the IPSO Board from May 2014 until the end of his term of office in October 2015.

Dame Clare Tickell DBE
Clare Tickell, former Chief Executive of Action for Children, now CEO of Hanover, served on the IPSO Board from May 2014. She stepped down in January 2016.

IPSO Complaints Committee

IPSO's Complaints Committee has twelve members including the Chairman, Sir Alan Moses. The majority of members are independent which means they have no connections with the newspaper and magazine industry. The other members have recent senior experience in the newspaper or magazine industries although none are currently serving editors of publications that are or could be regulated by IPSO.

The role of the Complaints Committee is to adjudicate all complaints relating to potential breaches of the Editors' Code by member publications. They also decide on possible sanctions, including the ability to determine the nature, extent and placement of corrections.



Richard Best, Deputy Chair
Richard Best spent more than 25 years working in print media. He served as editor of the North Devon Journal, Mid Devon Gazette and West Briton. He was also managing editor of Cornwall Today. He now runs the consultancy Straightshot Communications.



Lara Fielden
Lara Fielden is an author and policy analyst. She is a visiting fellow and research associate at the Reuters Institute for the Study of Journalism. She is a former broadcasting regulator, managing fairness and privacy adjudications at Ofcom and is now a disciplinary panel member for The Bar Tribunals and Adjudication Service.



Janette Harkess
Janette Harkess is a former journalist who has worked in senior roles across a range of titles in Scotland. She was Head of Media for the Glasgow 2014 Commonwealth Games and was previously Director of Policy and Research for the Scottish Council for Development and Industry. A board member of National Theatre of Scotland and Scottish Youth Theatre, she is also an honorary Vice President of the Journalists' Charity.



Gill Hudson
Gill Hudson is a multi-award-winning editor of Radio Times, Reader's Digest, Maxim, New Woman and Company magazines. She was Chair of the Editorial Training Consultants Committee for the Professional Publishers Association from 2009–12 and won the Mark Boxer Award in 2011 for her contribution to the industry. She is now a part-time writer and consultant.



David Jessel
David Jessel's television series *Rough Justice* and *Trial and Error* led to the quashing of more than a dozen criminal convictions. He subsequently served as a Commissioner at the Criminal Cases Review Commission for ten years and gained regulatory experience at the Advertising Standards Authority and at PhonePayPlus.



Jill May
Jill May has over 25 years' experience in financial services and has previously worked as a Managing Director focused on group strategy at UBS AG and as a mergers and acquisitions professional at S.G.Warburg & Co. She is currently a Panel Member at the Competition and Markets Authority and is also a Non-Executive Director. Jill is also a Member of Council of Durham University and a Council Member of the National Trust.



Neil Watts
Neil Watts is a former secondary school headteacher and now works as a consultant headteacher for Suffolk County Council. He has previously been a Council Member and Deputy Chairman of the Advertising Standards Authority. He is currently a Board member of Ofqual and the Architects Registration Board, and on the Board of Trustees of the charity SHINE.



Nina Wrightson OBE
Nina Wrightson is currently Deputy Chair of the NHS Litigation Authority. She chairs Fitness to Practice Hearings for the Nursing and Midwifery Council and is a Public Member of Network Rail. Previously she has been Risk Management Director of a PLC, Chairman of the British Safety Council and President of the Institution of Occupational Safety and Health.



Matthew Lohn
Matthew Lohn is the Senior Partner at Fieldfisher. He is the Chair of the firm's Supervisory Board and practises as a solicitor in the public and regulatory law team. Matthew is a Legal Chair for the Disciplinary Panel for the British Horseracing Authority and the National Anti-Doping Panel. He is also a member of the Determinations Panel of The Pensions Regulator.



Elisabeth Ribbens
Elisabeth Ribbens is a former Managing Editor of the Guardian. A journalist for more than 25 years, she has experience on local and national newspapers and specialist magazine titles and now works as an editorial consultant. Elisabeth is an adjudicator on the Code Compliance Panel of PhonepayPlus and is a member of the Portman Group's Independent Complaints Panel.



Peter Wright
Peter Wright is Editor Emeritus at Associated Newspapers and was a member of the Implementation Group which co-ordinated the newspaper industry's response to the Leveson Inquiry and the creation of IPSO. He was formerly Editor of The Mail on Sunday, a member of the Editors' Code Committee and of the Press Complaints Commission.

IPSO's work: September 2014 to December 2015

Developing a strong and effective regulator

The Independent Press Standards Organisation (IPSO) started on 8 September 2014 and, in its first year, has set about establishing itself as an effective, independent regulator. In 2015, IPSO was the only operational press regulator in the UK, providing support to those that felt they had been wronged by the press and working to uphold the highest professional journalistic standards.

IPSO regulates 85 publishers covering 1,503 printed and 1,165 online publications. Membership includes most national newspapers, covering 90% by circulation, including The Sun, Daily Mail, Telegraph, Times, Mirror and the Express. IPSO also regulates the vast majority of newspapers in Scotland, Wales and Northern Ireland, including the Daily Record, the Scotsman, the Western Mail and the Belfast Telegraph. We cover more than a thousand local newspapers, ranging from daily regionals such as the Express and Star, the Manchester Evening Post, the Yorkshire Post, and the Brighton Argus, through to weekly locals with circulations of fewer than a thousand. The overwhelming majority of the UK magazine sector are also signed up to IPSO.

IPSO's Chairman and Board were appointed by an independent panel and the Board has a lay majority with no serving editors on it, as does the Complaints Committee.

During 2015, IPSO negotiated changes to its regulations and contracts that give us greater independence, more control over our complaints processes and make it clearer how we would launch a Standards Investigation. IPSO also negotiated a budget covering 2016–19, which gives us financial independence from the industry.

Complaints handling and supporting members of the public in seeking redress

IPSO takes forward complaints from any individual or organisation that a significant inaccuracy has been published on a general point of fact. Where an inaccuracy relates to a specific individual or organisation, it may be able to take forward a complaint from a third party, but the position of the directly affected party must be considered in deciding whether to do so.

"No Editor deliberately allows mistakes to appear in his or her newspaper. Accuracy is the badge of honour that separates professional publishers from enthusiastic amateurs. It is vital that on the rare occasion when we do receive a complaint, the issue is dealt with by a regulator who is independent, transparent and above all credible. Our experience of IPSO investigations is that they are detailed and rigorous. On occasion, they are also chastening. IPSO provides a trusted and impartial method of dealing with complaints, for both newspapers and their readers".

Mike Sassi, Editor of the Nottingham Post

Where the complaint does not relate to inaccuracy or the inaccuracy is not on a general point of fact, IPSO can take forward a complaint from anyone directly affected by the article or journalistic conduct (or an authorised representative). IPSO can also take forward complaints from representative groups affected by an alleged breach of the Code where the alleged breach is significant and there is a public interest in doing so. There are no further restrictions regarding who is able to complain.

In 2015, IPSO investigated 512 complaints. 269 of those were resolved between the complainant and the publication. 64 of the 269 complaints were mediated to an agreed resolution by IPSO with the complainant and the publication concerned. Of the remaining 243, 60 complaints were upheld by IPSO's Complaints Committee and 183 were not upheld.

IPSO does not have the formal power to stop a newspaper or magazine from publishing a story or from continuing to ask questions, but IPSO can contact publications to make them aware of any individual's concerns that the Editors' Code may have been breached. These concerns usually relate to privacy, harassment, intrusion into grief and children, but may cover any aspect of the Editors' Code. These are termed Private Advisory Notices and IPSO issued more than 70 such notices in 2015.

Monitoring standards

IPSO's Standards function sets it apart from previous press regulators and in 2014–15 the function was established to be able to monitor compliance with the Editors' Code and undertake investigations into serious standards failures.

"I've followed IPSO (& PCC's) work since 2013, when All About Trans held a first meeting with them and was extremely pleased that they re-engaged with the community to facilitate the revision of existing guidelines. Their recent consultations with All About Trans volunteers, on how to improve press regulation of reporting on transgender topics and stories, demonstrates the desire for progress in this area and desire to let the community affected help shape that. It was fantastic meeting with their staff and being given the opportunity to normalise trans experiences - I hope this now feeds into the new guidance and good practice later in 2016. I look forward to seeing how IPSO's guidelines and supporting resources develop from here and hope they will continue to engage with the trans community for feedback and advice".

Ayla Holdom, Facilitator for All About Trans

For the first time the press in the United Kingdom has had to report to a regulator.

IPSO asked for the first annual statements for 2014, covering the period between September and December – and received them from all IPSO members. 2015 annual statements were also received from all publishers.

The annual statements disclose information about a publisher's approach to editorial standards; complaints-handling processes; training processes and records of compliance, including details of any complaints that have been upheld by IPSO's Complaints Committee. IPSO will assess and monitor the statements and identify any points of concern. All statements will be published on IPSO's website.

IPSO has the power to undertake a Standards Investigation where it has serious concerns about the behaviour or actions of one or more of its members. IPSO's Board makes the decision about whether or not to launch a Standards Investigation after looking at information gathered by staff on complaints, the whistleblowing hotline and from members of the public.

IPSO may require that a Standards Investigation takes place where there may have been serious and systemic breaches of the Editors' Code; there has been one or more failure or failures to comply with the requirements of the Board; an annual statement identifies significant issues of concern either in relation to a single incident or a pattern of significant, serial or widespread breaches of the Editors' Code; statutory authority reports identify substantial Editors' Code compliance issues; or in exceptional circumstances, IPSO reasonably considers that an investigation is desirable because substantial legal issues or Editors' Code compliance issues are raised.

IPSO can impose one or more of the following sanctions if it decides that the concerns are sufficiently serious: require publication an adjudication, which may include a requirement to address the concerns raised; impose a fine on the member(s) of up to £1 million; require the member(s) to pay the reasonable costs of the investigation; require a publisher to submit a quarterly statement for an agreed period or terminate membership of IPSO.

In 2015 there were no Standards Investigations carried out.

Arbitration

IPSO conducted a consultation exercise which ran for 12 weeks from June to September 2015 on a potential arbitration scheme pilot to assist people that might have taken cases to the civil courts with a view to launching a pilot scheme in 2016.

Education and Outreach

IPSO's stakeholder map is large and complex, nonetheless the organisation is committed to making it as easy as possible for individuals and groups to access its services. To this end, a programme of education and outreach took place in 2015 with charities, NGOs, faith groups, political stakeholders, legal bodies, other regulators, campaigners, students and other interested parties throughout the UK.

"It is vital for journalism students in the 21st Century to understand their role and responsibilities in today's media landscape. IPSO was invited in to talk to the University of West London's Journalism students about its remit, how it approaches and polices standards; and what impact it is having in upholding best practice. Following the session, UWL students felt they were better informed about IPSO's Editor's Code of Conduct, their own personal responsibilities towards how and what they publish; and a rounded overview of journalism ethics in the UK. I would recommend any Higher Education institution invites IPSO in to talk to its students involved in Media and Communications about the importance of Journalism standards."

Alison Hawkings, Journalism Lecturer at the University of West London.

Such work is important in understanding the regulatory landscape and assists IPSO in all aspects of its work.

Changes to the Editors' Code

In 2015 IPSO contributed to changes to the Editors' Code of Practice. The Code has been revised and the new version came in to effect on 1 January 2016.

Changes to the Code include:

- For the first time, specific reference is made to headlines not supported by the text of the article beneath.
- The reporting of suicide becomes the subject of a stand-alone clause, reflecting concerns about the publication of excessive detail about methods of suicide.
- Gender identity is added to the list of categories covered by the discrimination clause, which protects individuals from prejudicial and pejorative reporting.
- The duty of editors to maintain procedures to resolve complaints swiftly, and to co-operate with the Independent Press Standards Organisation, becomes enshrined in the Code's preamble.
- The Code's definition of the public interest, and the circumstances in which editors can invoke it, has been updated and expanded in line with the Defamation Act, Data Protection Act and Crown Prosecution Service guidance.

IPSO will continue to contribute to the work of the Editors' Code Committee in the next round of discussion and consultation in 2016.

IPSO's complaints process

"I complained to IPSO about an article in the Daily Telegraph in August 2015 that suggested the RSPB was 'expected to come under fire' from Natural England in a report about hen harrier nests. This was not the case and as a result of IPSO's investigation, the Telegraph amended the article and publicly apologised. Their staff handled the process sensitively and with politeness and skill. IPSO has been criticised by some but my experience of it, limited to this case, has been entirely positive. If only Defra moved with the same speed and purpose as IPSO then the world would be a better place."

Dr Mark Avery, campaigner and blogger.

IPSO's complaints process is designed to support those who feel wronged by the press and provide them with means of redress if the Editors' Code has been breached.

A two-stage process

The system aims to facilitate the swift resolution of complaints between the parties so that individuals can obtain speedy redress. Where swift resolution is not appropriate or possible IPSO will step in to investigate the complaint before making a decision as to whether the Code has been breached.

IPSO's complaints staff handled over 12,000 complaints and written inquiries in 2015. All these were subject to assessment by an experienced Complaints Officer to determine whether the complaint fell within IPSO's remit and raised a possible breach of the Code. In cases where we are unable to take a complaint forward, we write to the complainant to explain why, and to provide them with the opportunity to seek a review.

Over 500 cases were taken forward by IPSO's Complaints team in 2015. Each case, however handled, is assigned to an individual named Complaints Officer, who is the point of contact for the complainant and publication during the process. Complaints Officers provide invaluable guidance to individuals seeking redress, and assist the process of mediation while investigating the concerns raised on behalf of the Complaints Committee.

In cases where a complainant has not previously been in contact with the publication, complaints are referred to the publisher in the first instance, and the two parties have 28 days in which to correspond directly with a view to reaching a satisfactory resolution. This stage of the process is very valuable, as it allows complainants who are seeking a swift resolution (perhaps by the publication of a correction) to obtain swift redress. However, all referred complaints are assigned to a named Complaints Officer who is able to offer advice throughout this stage. Where either party believes that the referral process is not proceeding constructively, IPSO is able to step in and commence an investigation.

IPSO aims for its investigations to be thorough, but to be concluded as swiftly as possible. A Complaints Officer will correspond with both parties to ensure that IPSO has all the information necessary to make a decision on whether or not there has been a breach of the Editors' Code of Practice. IPSO has a commitment to transparency, and the Complaints Committee will not rely on any material that has not been seen by both parties to a complaint. IPSO investigations are carefully scrutinised on conclusion by the Complaints Committee and may also be reviewed by the Independent Reviewer if procedural concerns are raised at the conclusion of the process. IPSO commissioned a review of its complaints

procedures in 2015 and has been able to make some changes based on recommendations made in the report.

IPSO has a number of powers which were not at the disposal of its predecessor organisation. If the Committee upholds a complaint, it may require the publication of an upheld adjudication or correction and is able to specify precise wording and placement for any correction or adjudication.

During 2015, IPSO successfully negotiated amendments to its regulations to come into operation for 2016. IPSO is now able to launch Complaints Committee enquiries where it has not received a complaint, and is able to require publications to submit quarterly statements on complaints handling and compliance in response to breaches of the Code.

Case studies

IPSO is committed to transparency and places its work in the public domain, ensuring its actions and processes are clear and visible. Every one of the 512 complaints taken forward in 2015 are published on the IPSO website and outline the investigatory process undertaken to reach each conclusion, whether upheld, resolved or where no breach was found.

Many of those complaints were high profile and involved senior political figures. The following case studies show the breadth of IPSO's work and the level of detail and rigour that goes into each investigation.

Thompson v the Sunday Life

IPSO received a complaint that the Sunday Life had breached Clause 3 (Privacy) and Clause 6 (Children) in an article published on 3 February 2015. The article reported that the complainant, a Cleric in County Tyrone, was "baffled" by "false rumours" that he had been cautioned by police, and also that he was homosexual.

The newspaper defended the story as being in the public interest as it was about a prominent local figure and allegations about a police caution were of a serious nature. It said that although it would not be usual practice to contact individuals regarding claims about their sexual orientation, the complainant was a well known member of the local community and it appeared that he was the victim of a campaign against him.

The complainant said publication of these rumours were a breach of his privacy and that he had confirmed to the newspaper prior to publication that the claims were untrue and unsubstantiated.

IPSO's Complaints Committee ruled that the rumour the complainant had been cautioned by police did not relate to his private or family life so did not breach Clause 3 in this respect. In mentioning that the complainant was a "father of three", the newspaper did not intrude into his children's time at school so there was no breach of Clause 6.

Details of an individual's sexuality form part of private and family life and receive protection under the Editors' Code. The complainant had not publicly disclosed the details of the rumours, which were of a personal nature, and the newspaper had become aware of them only after being contacted by an unknown source. The inclusion in the article of his denial was insufficient to justify the intrusion into the complainant's private life and the complainant's rebuttal of the allegations in conversation with the journalist did not constitute consent for publication.

Therefore IPSO's Complaints Committee ruled the newspaper breached Clause 3 of the Code and required the publication of an adjudication.

Brocklehurst v The Sun

IPSO received a complaint that The Sun had breached Clause 1 (Accuracy) in a front page article headlined “Court Jezter” on 15th September 2015.

The story reported that the newly elected leader of the Labour Party had agreed to join the Privy Council “so he can get his hands on £6.2million of state cash” in the form of “Short money” and called him a “hypocrite” because he would “kiss Queen’s hand to grab £6.2m” despite declaring himself a republican.

The complainant not only argued that was factually incorrect but also that the image of Mr Corbyn wearing a Jester’s hat, and the characterisation of Mr Corbyn as a “leftie who hates royals” was significantly misleading. The newspaper, on the other hand, defended its coverage as legitimate and based on accurate information.

In considering the case, IPSO’s Complaints Committee took into account that The Editors’ Code specifically protects the right of the press to be partisan; critical and robust political commentary is a characteristic feature of many newspapers and magazines. It judged that the newspaper was entitled to speculate about the potential consequences of a refusal by Mr Corbyn to join the Privy Council, and whether similar reasoning had played a role in his decision to accept membership.

Having examined the case in detail, the Complaints Committee judged that, given Mr Corbyn’s political stance and his views on the monarchy, the mock-up of him wearing a Jester’s hat and the characterisation of Mr Corbyn as a “leftie who hates royals” was not significantly misleading, given his political stance, and his views on the monarchy.

It did, however, conclude that it was significantly misleading to claim, as fact, that Labour’s access to Short money was conditional on Mr Corbyn’s joining the Privy Council when the two were not directly connected. Because the newspaper had repeated the misleading information throughout the article, and appeared as the lead story on the newspaper’s front page, the Committee required that a reference to the adjudication be published on the front page, directing readers to the full adjudication, which should appear on page four or further forward.

The Committee also highlighted that, although The Sun offered an appropriate correction during the investigation, the fact it was offered more than a month after being notified of the complaint was a further breach of the Code.



Burnett v the Kent & Sussex Courier

IPSO received a complaint that the Kent & Sussex Courier breached Clause 1 (Accuracy) and Clause 3 (Privacy) in an article published in August 2015.

The story identified the complainant as an anonymous local “caped crusader” known as Ring Pull Man, who dressed in a Batman costume to collect ring pulls in support of the Philippine Community Fund. It also revealed details about his life, including his former addiction and recovery, which although known about in his church community and via a freely available video on Vimeo, had not been made public.

The newspaper said that it was its genuine belief that the complainant was Ring Pull Man as his recycling company collected ring pulls and he was a trustee of the Philippine Community Fund. They said they were contacted directly by Ring Pull Man and he declined to deny being the complainant. The complainant denied being Ring Pull Man and said the inaccuracies in the article, particularly around his addiction were an unjustified intrusion into his private life.

IPSO’s Complaints Committee acknowledged the newspaper’s position that this was intended to be a positive piece about a local celebrity and that there was no malicious intent in naming the complainant. However, it considered the pre-publication steps taken by the newspaper to establish the accuracy of its claims about the identity of Ring Pull Man were insufficient, so it upheld the complaint under Clause 1.

The Committee understood the complainant’s concern about the publication of details of his former addiction. However as the information had been easily accessible online at the time, the Committee did not consider that publication of this information represented a failure to respect his private life and ruled there was no breach of Clause 3.

The Committee decided that the apology originally offered by the newspaper was not sufficient and required an adjudication be published, with a reference to this on the front page.

The Committee was not in a position to rule on the true identity of Ring Pull Man.

Sturgeon v the Daily Telegraph

IPSO received a complaint from the Office of the First Minister of Scotland about an article published by The Daily Telegraph in April 2015. The article reported the contents of a leaked Government memorandum which claimed to report details of a private meeting between the First Minister, Nicola Sturgeon MSP, and the French Ambassador, Sylvie Bermann.

The complainant said that the claims contained in the memo and repeated in the article were categorically untrue and regarded the newspaper’s decision not to contact Ms Sturgeon for comment as a breach of Clause 1 (Accuracy) of the Editors’ Code.

The newspaper said it had confirmed the authenticity of the document with two well-placed sources before publication and had no reason to doubt the memo’s accuracy. It denied having any obligation to contact Ms Sturgeon for comment before publication: it was entitled to publish an accurate account of the document.

When the Office of the First Minister issued a denial, the newspaper said it had included this at the earliest opportunity in the print article, and had immediately taken steps to have the denial added to the online article. Unfortunately, due to human error, the denial was not added until the next day.



IPSO's Complaints Committee judged that, while the newspaper was entitled to report on the memorandum, it had published its contents as facts without taking additional steps prior to publication – such as contacting the parties involved for their comment – to verify their accuracy. As a result, the article was significantly misleading.

The Committee upheld the complaint under Clause 1 (i) and (ii) and required The Daily Telegraph to publish the adjudication on page 2 of the newspaper with a front-page reference, and online.

How does IPSO work?

IPSO's total staff, including the Chairman, numbers 22 people, a mixture of Complaints Officers, Systems staff, the Standards team and Communications professionals. The organisation moved into new open-plan offices on Ludgate Circus in February 2015 and the team is now a settled and experienced group with minimal staff turnover. IPSO's senior staff are as follows.



Matt Tee

Chief Executive Officer

Matt is responsible for leading the organisation and works closely with the Chairman to implement strategy and direction as agreed with the Board. Before IPSO, Matt's career had been in the NHS and the civil service, with his most recent post being Chief Operating officer of the NHS Confederation. Between 2008–2011 he was Permanent Secretary Government Communication, overseeing communications and marketing for the UK Government.

matt.tee@ipso.co.uk



Charlotte Dewar

Director of Operations

Charlotte manages IPSO's operations. She was previously Director of Complaints and Pre-Publication Services of the Press Complaints Commission. Before joining the PCC, Charlotte worked in the office of the independent readers' editor at The Guardian. Charlotte is on leave until January 2017.



Niall Duffy

Director of External Affairs

Niall leads on IPSO's external communications work, including Public Relations, Public Affairs, digital, events, education and stakeholder outreach. He was formerly the Director of Communications at Flybe, the regional airline and has worked in communications and government relations for the RSPCA, Nestle UK and is a former Leader of Southwark Council.

niall.duffy@ipso.co.uk



Ben Gallop
Head of Complaints

Ben is jointly responsible for managing IPSO's complaints function with specific responsibility for managing IPSO's investigation of complaints and supporting the Complaints Committee's decision making processes. He also leads on IPSO's pre-publication and anti-harassment work. Prior to IPSO he studied law and media regulation as a postgraduate, and worked at the Press Complaints Commission as a Complaints Officer.
ben.gallop@ipso.co.uk



Bianca Strohmann
Head of Complaints

Bianca is jointly responsible for managing IPSO's complaints function, with specific oversight of the initial assessment and referral stages. She has a degree in Modern Languages and formerly worked in publishing.
bianca.strohmann@ipso.co.uk



Charlotte Urwin
Head of Standards

Charlotte's responsibilities include developing guidance for journalists, monitoring compliance with the Editors' Code of Practice, and developing and overseeing IPSO's Standards Investigation procedures. Charlotte previously worked for the Health and Care Professions Council as Policy Manager and has also worked for charities and for the Department of Health.
charlotte.urwin@ipso.co.uk

IPSO complaints statistics for 2015

This is a breakdown of all complaints and enquiries received and concluded by IPSO from 1 January 2015 to 31 December 2015.

Total complaints/inquiries received by IPSO:	12,278
Number of complaints ongoing:	0

These breakdown as follows:

Complaints investigated by IPSO

Upheld:

Breach – sanction: action as offered by publication:	26
Breach – sanction: publication of adjudication:	23
Breach – sanction: publication of correction:	10
Breach – no sanction:	1
Total Upheld:	60
No breach – after investigation:	183
Resolved – IPSO mediation:	64

Complaints referred or made directly to publication:

Resolved – directly with publication:	205
Not pursued – no further contact after referral to publication:	154
IPSO copied into complaint to publication:	118

Complaints IPSO could not deal with:

Rejection:	3157
Multiple complaint:	3128
Not pursued:	519
Outside remit:	
general/undetermined:	2646
legal proceedings:	1
moderation:	17
non-subscribing publication:	765
out of time:	137
ruled out as 3rd party:	949
taste:	74
Total outside remit:	4590

Private Advisory/Proactive Approaches:

IPSO issued Advisory Notices to assist members of the public with pre-publication concerns (about harassment, intrusion or inaccuracy) on 76 occasions and made 4 proactive approaches.

Advice only:

There were 21 occasions on which IPSO provided advice to complainants which did not lead to a formal complaint.

List of IPSO regulated publishers and related complaints for 2015

Publisher	Complaints upheld	Resolved	Not upheld
ACT Publishing Ltd	0	0	0
Annandale Observer Limited (DNG Media)	0	0	0
Archant Community Media	0	0	2
Associated	2	23	19
The Barnsley Chronicle Limited	0	0	0
Bauer Consumer Media Limited	0	0	0
Baylis Media Limited	0	0	0
British Film Institute	0	0	0
Cedar Communications Limited	0	0	0
CILex Journal	0	0	0
Citywire Financial Publishers	0	0	0
Cumbrian Newspapers (CN Group) Ltd	0	0	1
Conde Nast	0	0	0
Connect Publications (Scotland Ltd)	0	0	0
Cumberland and Westmorland Herald Limited	0	0	0
DC Thomson Limited	2	0	2
Director Publications	0	0	0
Earl of Stair	0	0	0
Eye to Eye media	0	0	0
Faversham House Ltd	0	0	0
Fusion Flowers Limited	0	0	0
Future Plc	0	0	0
George Boydon & Son	0	0	0
Glossop Gazette	0	0	0
H Bauer Publishing	1	0	2
Hampshire Media Limited	0	0	0
Haymarket Media	0	0	1
Heads (Congleton) Ltd [Congleton Chronicle Series]	0	0	0
Hearst Rodale UK Limited	0	1	0
Hello Limited	0	0	0
Hirst Kidd & Rennie	0	0	0
Immediate Media Company Limited	0	0	0
Independent News & Media	2	1	3
Isle of Wight County Press	0	0	1
Jersey Evening Post Limited	0	0	0
Johnston Press	5	3	11
Kent Messenger Group	2	0	1
Landor Links Limited	0	0	0
Life and Work (Church of Scotland)	0	0	0
Miles- Bramwell Executive Services	0	0	0
MNA	0	0	3

Newark Advertiser	0	0	0
NewBay Media	0	0	0
Newbury News Limited	0	0	0
News UK	11	6	22
Newsquest Media Group	6	2	24
Northern & Shell Plc	10	5	9
NWN Media Ltd	0	0	2
Orkney Media Group Limited	0	0	0
Paragraph Publishing	0	0	0
Pinpoint Scotland Ltd	0	0	0
Plenham Ltd	0	0	0
Press Association	0	0	0
Press Gazette	0	0	0
PSI Group	0	0	0
PSP Publishing	0	0	0
Recycler Publishing & Events Ltd	0	0	0
Regional Media Ltd	0	0	0
Scottish Provincial Press Ltd	0	0	0
Shortlist Media Limited	0	0	0
Stage Media Company	0	0	0
Sussex Living Ltd	0	0	0
Telegraph Media Group	9	5	16
TES Global	0	0	0
The Guernsey Press Company Limited	0	0	0
The Irish News	0	1	3
The Jewish Chronicle	0	0	0
The Lady	0	0	0
The National Magazine Company (Hearst Magazines UK)	0	0	0
The Spectator	1	0	1
Time Inc (IPC Media)	0	0	0
Tindle	0	0	2
Trinity Mirror*	9	17	58
Unity Media plc	0	0	0
Veterinary Business Development Limited	0	0	0
Vivat Direct	0	0	0
Vivid	0	0	0
Waypride Ltd T/A Champion Media Group	0	0	0
WI Enterprises Limited	0	0	0
Wyvex Media Ltd	0	0	0
Total	60	64	183

* This includes complaints received by Local World before it was acquired by Trinity Mirror in November 2015

Income Statement for the year ended 31 December 2015

	2015	2014
	£	£
Turnover	2,388,000	2,060,100
Administrative expenses	(2,420,307)	(1,972,630)
Operating (loss)/profit	(32,307)	87,470
Loss on sale of fixed assets	(1,588)	(3,767)
Interest receivable	2,207	486
(Loss)/profit on ordinary activities before taxation	(31,688)	84,189
Tax on (loss)/profit on ordinary activities	(2,318)	(18,945)
(Loss)/profit for the financial year	(34,006)	65,244

The turnover above represents contributions from the Regulatory Funding Company (RFC) and a budget for a further four years has now been negotiated. The increase in administrative costs above, which reflect the resources required to monitor and maintain the standards set out in the Editors' Code of Practice and provide support and redress for individuals seeking to complain about breaches in the Code, relates to both an increase in staff and other operating costs.

Fixed assets		
Intangible assets	49,697	–
Tangible assets	209,117	6,815
	<u>258,814</u>	<u>6,815</u>
Current assets		
Debtors	216,015	5,026
Cash at bank and in hand	333,474	196,688
	<u>549,489</u>	<u>261,714</u>
Creditors: amounts falling due within one year	(350,238)	(201,564)
Net current assets	99,251	60,150
Total assets less current liabilities	458,065	66,965
Creditors: amounts falling due after more than one year	(400,000)	–
Provisions for liabilities		
Deferred taxation	(25,106)	–
Net assets	32,959	66,965
Capital and reserves		
Profit and loss account	32,959	6,965
Total equity	2,959	66,965

The Rt Hon Sir Alan Moses

Director

Approved by the Board on 26 July 2016

During 2015, following IPSO's launch, the company moved to new premises and this is reflected by an increase in both fixed assets and debtors.

In addition, a £500,000 loan from the RFC was taken out during 2015 to fund the new role undertaken by IPSO. At 31 December 2015 £100,000 of this loan is included in creditors: amounts falling due within one year with the remaining £400,000 falling due after more than one year.

Looking forward

In many ways 2015 was the year of developing IPSO. We took on new staff, developed new functions, agreed budgets and changed the regulations that govern us. IPSO's business plan for 2015 is marked by targets that are achieved by setting things up, rather than how we run them.

2016 is the first year of stability, of measuring how well we do, rather than whether we have a capability to carry out functions.

In 2016, IPSO will be measured on how aware people are that it exists; how efficiently complaints are handled; how much guidance is issued to editors on standards issues; how good publishers are at returning their annual statements; and how effective the pilot arbitration scheme is.

