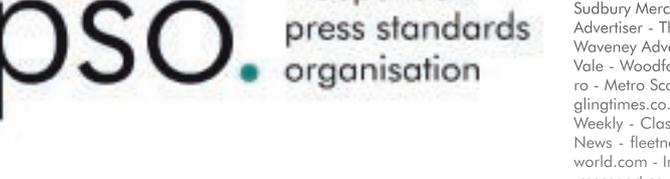


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... - Pateley Bridge and Nidderdale Herald - Peterborough Telegraph - peterboroughtelegraph.co.uk - Pocklington Post - pocklingtonpost.co.uk - Pontefract & Castleford Express - pontefractandcastlefordexpress.co.uk - Portad
... (The News, Portsmouth) - Queensferry Gazette - Ripley & Heanor News - ripleyandheanornews.co.uk - Ripon Gazette - Rugby Advertiser - rugbyadvertiser.co.uk - Rye & Battle Observer - ryeandbattleobserver.co.uk - Scotland on Su
... - Shieldsfield Telegraph - shieldsfieldtelegraph.co.uk - shieldsgazette.com - Shoreham Herald - shorehamherald.co.uk - Skegness Standard - skegnessstandard.co.uk - Sleaford Standard - sleafordstandard.co.uk - Southern Reporter - Spenbo
... - St Andrew's Citizen - sithelensreporter.co.uk - Stornoway Gazette (includes Bab in the day and Island Life) - stornowaygazette.co.uk - Sunderland Echo - sunderlandecho.com - Sussex Express - sussexexpress.co.uk -
... News (Portsmouth) - The Scotsman - The Star (Sheffield) - The Visitor (Morecambe) - thescarboroughnews.co.uk - thestar.co.uk - thevisitor.co.uk - Todmorden News - todmordennews.co.uk - Trials & Motorcross News - triingtoda
... - Wakefield Express - wakefieldexpress.co.uk - Warwick Courier - warwickcourier.co.uk - West Sussex County Times Series - West Sussex Gazette - westsussextoday.co.uk - Wetherby News - wetherbynews.co.uk - Wharfe Valley Times
... - Wigan Observer - wiganobserver.net - Workop Guardian - workopguardian.co.uk - Worthing Advertiser - Worthing Herald - worthingherald.co.uk - Wscountytimes.co.uk - Yorkshire Evening Post - Yorkshire Post - yorkshireevening
... - News (Tuesday) (Friday) - lynnews.co.uk - Medway Messenger - Newark Advertiser - Newark Trader - Newarkmarket Journal - newarkmarketjournal.co.uk - Rutland Times - rutland-times.co.uk - Sheerness Times Guardian - Sittingbo
... - Stamford Mercury - stamfordmercury.co.uk - Suffolk Free Press - suffolkfreepress.co.uk - Thanet Extra - Velvet - Bus Rapid Transit (BRT) Handbook - Data & Modelling - Local Transport Today - Parking Review - Smarter Travel
... - Express & Star - Market Drayton Advertiser - Newport Advertiser - Shrewsbury Chronicle - Stafford and Stone Express & Star - Shropshire Star (County, Shrewsbury and Last) - South Shropshire and Mid Wales Journal - Telford
... - The Photography Show - theshowingshow.tv - Tomsguide.com - TomsHardware.com - Total 911 - Total Guitar - TV News - TV Technology - TVB Europe - Web Designer - What Hi-Fi? - Whatifit.com - Windows Help & A
... - Out & About Magazine - The Newbury & Thatcham Advertiser - Irish Sun - Scottish Sunday Times - The Scottish Sun - The Scottish Sun (Sunday) - The Sun - The Sun (Sunday) - The Sunday Times - The Times - The Times Lite
... - thesundaytimes.co.uk - thetimes.co.uk - Advertiser (Barrow-in-Furness) - Alloo & Hillfoots Advertiser - allooadvertiser.com - Andover - Advertiser - andoveradvertiser.co.uk - Ardrossan & Saltcoats Herald - ardrossanherald.com - Ar
... - ayadvertiser.com - Banbury Cake - banburycake.co.uk - Barnes & Potters Bar Times - barrheadnews - barrheadnews.com - Barry & District News - baryanddistrictnews.co.uk - Basildon Echo - basingstoke Extra - Basi
... - baylingmag.co.uk - Berrows Worcester Journal - Bexley News Shopper - Bicestner Advertiser - bicestneradvertiser.net - Blackpool Lytham & St Anne's Citizen - Bolton Post - Border Telegraph - bordertelegraph.com - Borehamwood
... - nouth Advertiser - Bracknell & Wokingham Midweek - Bracknell News - bracknellnews.co.uk - Braintree and Witham Times - braintreandwithamtimes.co.uk - Bridgwater Mercury - Bridgwater Star - bridgwatermercury.co.uk - Brid
... - News Shopper - Bromsgrove Advertiser - bromsgroveadvertiser.co.uk - Bucks Free Press - bucksfreepress.co.uk - Burnham & Highbridge Weekly News - burnhamandhighbridgeweeklynews.co.uk - Burnley Citizen - Bury Times - B
... - Camborne Packet - Calmington Blackwood, Newbridge & Cross Keys - Campaign Caerphilly, Bargoed & Ystrad Mynach - campaignseries.co.uk - Carlisle Living - carlisleviving.co.uk - Carrick Herald - carrickherald.com - Castlepoi
... - Chard & Ilminster News - chardandilminsternews.co.uk - Chelmsford Weekly News - chelmsfordweeklynews.co.uk - Chester-le-Street Advertiser - chingford Guardian - Chorley & Leyland Citizen - chorleycitizen.co.uk - Ess
... - bank Post - clydebankpost.co.uk - Consett & Stanley Advertiser - Cotswold Journal - Cotswold Living - cotswoldjournal.co.uk - County Times - countytimes.co.uk - Craven Herald & Pioneer - cravenherald.co.uk - Crewe & Nant
... - northadvertiser - Bracknell & Wokingham Midweek - Bracknell News - bracknellnews.co.uk - Braintree and Witham Times - braintreandwithamtimes.co.uk - Bridgwater Mercury - Bridgwater Star - bridgwatermercury.co.uk - Brid
... - News Shopper - Bromsgrove Advertiser - bromsgroveadvertiser.co.uk - Bucks Free Press - bucksfreepress.co.uk - Burnham & Highbridge Weekly News - burnhamandhighbridgeweeklynews.co.uk - Burnley Citizen - Bury Times - B
... - Education Mag - Ellesmere Port and Neston Standard - Enfield Independent - enfieldindependent.co.uk - Epping Forest Guardian - Epping Forest Independent - Epsom Guardian - epsomguardian.co.uk - Essex
... - ningtimes.co.uk - Evesham Journal - eveshamjournal.co.uk - Falmouth Packet - falmouthpacket.co.uk - Fife & Kinross Extra - Flora Special - Forest Journal - Forestry Journal - forestryjournal.co.uk - freepressseries.co.uk - Frinton & Nant
... - gashethandherald.co.uk - gazetteherald.co.uk - gazette-news.co.uk - gazetteseries.co.uk - Gloucester Gazette - Going Out Dorset - Gravesham News Shopper - Greenock Telegraph - greenocktelegraph.co.uk -
... - Halstead Gazette - halsteadgazette.co.uk - Hampshire Business Magazine - Hampshire Chronicle - Hampshire Society - hampshirechronicle.co.uk - Harlow Guardian - Harpenden Review - Harrow Times - harrowtimes
... - Helensburgh Advertiser - helensburghadvertiser.co.uk - Helston Gazette - Helston Gazette - Helston Penryn Packet - Hendon & Finchley Times - heraldscotland.com - heraldseries.co.uk - Hereford Times
... - Courant - hexham-courant.co.uk - Ilkley Gazette - ilkleygazette.co.uk - impartialreporter.com - In-Cumbria Business Magazine - in-cumbria.com - Irvine Times - irvinetimes.com - Isle of Wight County Press - iwcp.co.uk - Keep It
... - knutsfordguardian - knutsfordguardian.co.uk - Lancashire Express - lancashiretelegraph.co.uk - Largs & Millport Weekly News - largsandmillportnews.com - leaderlive.co.uk - Ledbury Reporter - ledburyreporter
... - Living (The Lakes, Lune and Doles) - Lizard & Menegoe Guide - localberkshire.co.uk - Locate - Ludlow Advertiser - ludlowadvertiser.co.uk - Life and Work (Life and Work Church of Scotland) - Life and Wo
... - Maldon Standard - maldonandburnhamstandard.co.uk - Malvern Gazette - malverngazette.co.uk - Manningtree and Harwich Standard - Marlow Free Press - messengernewspapers.co.uk - Mid Cheshire Guardian - M
... - Observer - Milford Mercury - yorkfordmercury.co.uk - Monmouthshire Free Press - Monmouthshire Living - New Forest Post - New Forest Society - New Hampshire Society - News & Star - News Extra - newsandstar.co.uk - Newshopp
... - North Wales Pioneer - North Yorkshire Advertiser - northwaleschronicle.co.uk - northwalespioneer.co.uk - nweamol.co.uk - Oxford Herald - Oxford Mail - Oxford Times - oxfordmail.co.uk - Paisley People - Peeblesshire News - p
... - Cosheshire Living - Penarth Times - penarthtimes.co.uk - Penwith Pirate - Pontypool Free Press - Poole Advertiser - Prescott Extra - Preston & Leyland Citizen - Prestwich & - Whitefield Guide - richmondandwhitefieldguide.co.uk - P
... - Castlepoint Standard - Reading Midweek - readingchronicle.co.uk - Redditch & Alcester Advertiser - redditchadvertiser.co.uk - redhillandleydeltatele.co.uk - Rhyll Journal - rhylljournal.co.uk - Richmond & Twickenham Times - richm
... - rooseyadvertiser.co.uk - Royal Borough Observer - Royal Cornwall Show Programme - Runcorn and Widnes World - runcornandwidnesworld.co.uk - Sale & Altrincham Messenger - Salisbury Journal - salisburyjournal.co.uk - S
... - Slough Express - Slough Herald - smallholder.co.uk - Somerset County Gazette (Taunton) - Somerset County Gazette (West Somerset) - somersetcountygazette.co.uk - South Bucks Star - South Coast Argus - South Wal
... - South West Farmer - Southend Echo - Southend Standard - southendstandard.co.uk - Southern Daily Echo - southwalesargus.co.uk - southwalesguardian.co.uk - southwestfarmer.co.uk - St Albans Review - St Helens Star - stall

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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

From the Chairman.

New Chairman Lord Faulks QC looks to 2020 and beyond



In January of this year I took over the Chairmanship of the Independent Press Standards Organisation from Sir Alan Moses, who had steered the organisation through its inaugural five years. Thanks to his leadership, a strong Board and a highly engaged Complaints Committee, the organisation was in a good place. Indeed, a secure funding base and committed staff at the end of 2019 meant the future for IPSO looked bright.

And then came the pandemic.

Although this annual report covers 2019, it is difficult to overlook the impact of what was to come next. Abruptly in March 2020, the organisation had to work remotely as social distancing requirements came into force. However, under leadership of our new Chief Executive, Charlotte Dewar, we rose to that challenge. As a result, IPSO was able to provide business as usual in the height of lockdown and has continued as such throughout 2020.

IPSO has delivered remarkably well during this period. We are gradually re-establishing office life in a Covid-secure environment, but even if

this process is slower than we would like, IPSO is showing true resilience. I would like to thank every single one of our employees for making this possible.

Looking ahead, we have received a record number of complaints in 2020. Even in these challenging times people continue to utilise our service, and in dealing with these complaints IPSO is providing a valuable service to the public and to regulated publishers.

We continue to publish guidance and carry out wider monitoring as part of our Standards function. We hope to resume shortly our training, in particular to the regional press. We continue to offer very low cost arbitration, and our privacy notices remain popular and effective for those concerned about invasions of their privacy. Further, the IPSO Mark (now found in all regulated national newspapers) provides reassurance to readers that content is edited, curated and properly regulated.

As the government brings forward proposals for regulation of social media platforms in the Online Harms Bill, there will be a real opportunity to emphasise the importance of IPSO's robust regulation of newspapers and magazines, both in print and online, as opposed to the unregulated space occupied by social media.

We are not champions of the press. Indeed, IPSO is proud of its independence and is acutely concerned to bring justice to those wronged by press actions. However, it is difficult to overstate the challenge that the press faces as a result of Covid. A downturn in advertiser revenue and distribution challenges will linger even as the pandemic subsides.

Whatever may come, IPSO will continue to be source of accountability, independence and fair regulation for the UK press.

From the Chief Executive.

Charlotte Dewar celebrates 2019 achievements



IPSO marked its fifth anniversary in September 2019. When we started work in 2014, the atmosphere was febrile, and it was not clear whether the organisation would even exist in five years, let alone establish itself as a credible regulator and authoritative voice on editorial standards.

Five years on, IPSO is fully functioning and has made a number of interventions to improve standards where we identified concerns and to address emerging topics of interest. These have included publishing guidance for editors and journalists, creating information leaflets to improve media literacy amongst the public, and working with experts to address concerns about the reporting of suicide, transgender matters and domestic abuse.

Our regulated publishers do not always like our decisions, and some have even taken to the airwaves and written leader columns to say so. But we respect their right to disagree and to challenge; this is part of the freedom of expression that we champion. What matters to us is that, in the end, they respect our independence and authority.

Our anti-harassment work is also taking an increasingly prominent role. We have issued 300 privacy notices and our complaints staff provide a 24 hour/365 day service to ensure that help is always available when needed. Following the publication of the Kerslake Report on the Manchester Arena attacks, we have redoubled our efforts to ensure that first responders on the scene of major incidents are aware of how IPSO can help. Every police force in England and Wales now has our contact details, and we have offered training and support to the majority.

As a maturing regulator, we are increasingly interested in measuring our impact. Research commissioned by IPSO in 2018 and conducted in 2019 provided encouraging news on that front, finding that the time taken to correct inaccuracies had fallen from a median of six days to three since IPSO was established, and that 90% of corrections published in a corrections column were on a more prominent page than the original article.

The fact that in 2019 all but two small publishers elected to remain regulated by IPSO for another five-year contract period demonstrates that they continue to see the value of holding themselves accountable through the external scrutiny provided by IPSO.

Notwithstanding these achievements, it feels as if things are more uncertain now than they have been at any time since 2014. At the end of 2019, the industry we regulate was already dealing with long term, structural challenges to its commercial model. These have since been hugely accelerated by the impact of Covid-19.

Now more than ever, there is a desire and a need for content that distinguishes itself both in terms of its accuracy and its accountability. IPSO has an important role to play here. Trusted, regulated news has never been more important – we at IPSO will continue to hold it to account.

2019 in review.

The year in numbers

2,600+

Print & online
regulated titles

621

Complaints
investigated

9,766

Complaints &
enquiries

55

Upheld complaints

207

Complaints resolved
with publisher

46

Privacy
notices issued

9

New publishers
joined IPSO

98%

Publishers renewed 5-year
contracts with IPSO

24/365

Harassment
helpline

Celebrating five years of IPSO.

Continuing our commitment to robust, independent regulation

IPSO marked its fifth anniversary in September 2019 with an event at Stationers Hall in London.

All major regulated publishers – including all national and nearly all local newspapers and magazines – committed to continued IPSO regulation for the next five years.

Regulated publishers signed up to legally enforceable five-year contracts obliging them to follow the standards set out in the Editors' Code of Practice, comply with IPSO's rulings, submit an annual compliance report and have in place a robust complaints handling process.

In addition to recommitments, nine new publishers joined IPSO in 2019. New members join the largest independent self-regulator of the press in the United Kingdom.

By choosing to remain part of IPSO, and by joining anew in 2019, publishers have made a commitment to robust and independent self-regulation.

This demonstrates that in an era of increasing disinformation and 'fake news', IPSO regulation is a mark of quality, responsible journalism.

Five years of IPSO

70,000+ complaints and enquiries

21 adjudications with a front-page reference

300+ privacy notices, to protect the public from potential press intrusion

8 pieces of guidance for editors and 7 information leaflets for the public

A fully operational compulsory arbitration scheme for legal claims against the press

Over 1,500 print and 1,100 online titles regulated across national, local and specialist publishers

Promoting accountable journalism.

The IPSO Mark helps the public identify regulated news



Above: The IPSO Mark in 2018's national advertising campaign

Launched in 2018 with a nationwide advertising campaign, the IPSO Mark is a visual symbol that publishers are regulated and accountable.

One year on, the IPSO Mark now features in all regulated national newspapers, magazines and many local and hyperlocal publications - both in print and online.

It is a way for IPSO-regulated newspapers, magazines and websites to distinguish themselves from unregulated content. It demonstrates their commitment

to upholding the high professional standards set out in the Editors' Code and to producing an edited, curated product.

The mark assists the public to avoid harmful fake news, and to understand how to identify high quality content.

It also raises awareness of the methods available to seek redress from the regulated press when things do go wrong.

Where they see the IPSO Mark, readers can be sure that what they are reading in their newspaper, magazine or on a website is quality, accountable journalism.

Below: an example of the IPSO Mark included in a member publication

<p>Fixed recoverable costs are restricting smaller firms' ability to offer services, says CILEX</p>	6
<p>Insurers trying to 'make fools of government over whiplash savings', argues CILEX</p>	7
<p>CILEX CILEX Board: 'Our lawyers are different and better'</p> <p>Professor Chris Bones</p>	12
<p>CILEX Graduation: an event not to be missed!</p>	14
<p>Features Legal aid at 70: built to last or on its last legs?</p> <p>David Bowden</p>	16
<p>Law Commission: reforming RTM, commonhold and enfranchisement: Part 2</p> <p>David Bowden</p>	22
<p>Will preparation in modern society</p> <p>David Ibbister</p>	25

www.cilexjournal.org.uk

A robust response to major incidents.

New guidance for editors and for the public, plus increased engagement with first responders

The 2017 Kerslake Review raised concerns about the press response to the Manchester Arena attack. The review recommended that IPSO work with other agencies to raise awareness and support people affected by potential press intrusion in the aftermath of major incidents.

In response, IPSO guidance on reporting major incidents was launched in 2019. The document supports compliance with the Editors' Code by examining the difficult editorial decisions editors and journalists consider in the aftermath of major incidents.

While it is strongly in the public interest that the media reports on major incidents, it can be challenging, requiring editors and journalists to make sometimes difficult, on-the-spot decisions. The guidance aims to support editorial decision-making in this area.

It is complemented by information for the public on what to expect when the media is reporting on a major incident. This includes details of where to go for help and how IPSO can support them. We also provided training to first responders such as police forces and ambulance services around reporting of major incidents.

Harassment help

In the vast majority of cases, journalists comply with the rules - but if someone has made it clear that they do not want to speak to reporters, we have a 24-hour harassment helpline to offer support to those who believe they are the subject of press intrusion.

We can provide advice and have the power to issue privacy notices to the industry which make it clear that a person does not want to speak to the press.

Follow-up contact confirms that the notices are extremely effective as a tool to tackle media scrums or to prevent harassment. They can also pass on concerns about the potential publication of intrusive material or help protect families at a time of grief or shock. For example, a notice may make clear that those who have suffered a bereavement do not want to talk to the press.

If you need advice or are concerned about a story or a journalist's behaviour you can contact us on 0300 123 2220. In an emergency, you can also contact us using our 24-hour advice service on 07799 903 929.

Monitoring.

Evidence-based, targeted interventions for press standards

Using knowledge and data obtained from daily work with complaints, IPSO conducts wide monitoring of the media landscape and engages with groups interested in coverage of particular issues. IPSO tracks patterns and monitors trends to identify areas of potential concern and where necessary, takes targeted action to address issues in a proportionate way.

The table below gives a high-level indication of wider press standards concerns in 2019.

Theme	Issues arising	Targeted action
Reporting of suicide	Examples of publications including potentially excessive details, particularly of “novel” methods of suicides.	IPSO produced guidance on the reporting of suicide for editors and journalists. The reporting of suicide is included in training sessions for journalists.
Welfare of Children	Publication of photographs of children relating to their welfare without the consent of their parent.	Information on children and the Code published in 2019. Training sessions for journalists have been updated to include recent cases that highlighted this issue.
Victims of sexual offences	Some instances of the publication of information likely to identify victims of sexual assault.	IPSO produced information for survivors of sexual offences to help understand how the media report this subject. IPSO produced guidance for journalists and editors on reporting sexual offences.
Deaths and intrusion into grief	Publication of unverified information in the immediate aftermath of a major incident. Publication of pictures of deceased individuals which may have intruded on the grief of their families.	IPSO created guidance for reporting on major incidents and launched processes to work with first responders. Information for members of the public on what to expect from deaths and inquest reporting published in 2018.

Compulsory arbitration.

A cost-effective and efficient way of resolving legal claims against the press

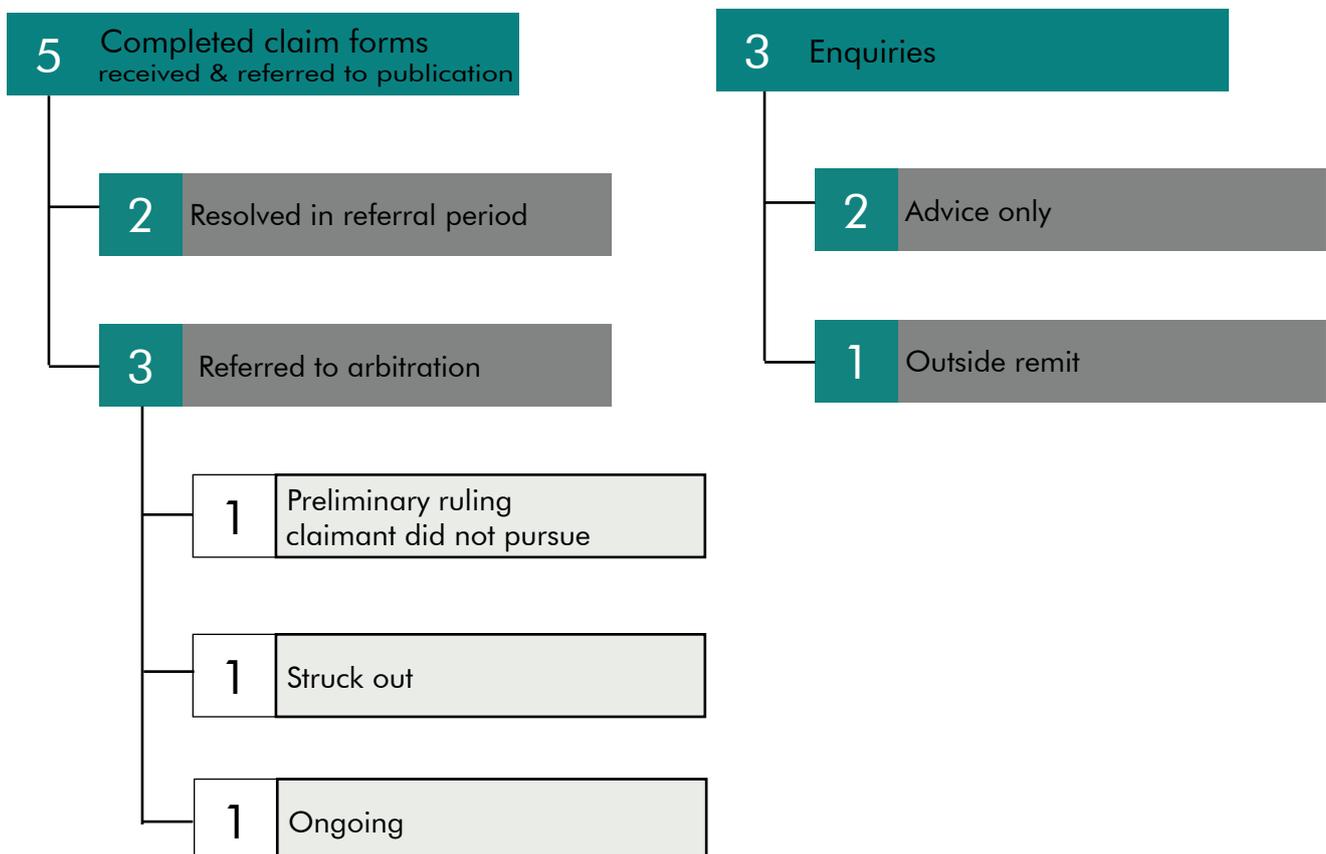
Arbitration is a process in which two parties resolve legal disputes without going to court. This significantly reduces the time and financial costs associated with seeking legal redress from a newspaper.

IPSO began a voluntary arbitration scheme in 2016. In 2018, IPSO made arbitration compulsory for all national newspapers, meaning anyone with a valid claim against an IPSO-regulated national newspaper can seek to resolve their dispute through the IPSO arbitration scheme. 2019 was the first full-year compulsory arbitration was in operation, and we will continue to raise awareness of the benefits offered to the public by this effective and low-cost service.

In arbitration, an arbitrator looks at evidence, makes a decision on the claim and requires a remedy where the law has been breached. The IPSO scheme is designed specifically to rule on media law disputes.

People who feel they have been wronged by a newspaper can use the arbitration scheme to lay claims against a newspaper efficiently, effectively and cheaply.

2019 Arbitration scheme statistics



Complaints statistics.

An overview of 2019's enquiries and complaints and how they were handled



Complaints investigated	
621	<i>investigated. Of these:</i>
55	Complaints upheld
119	Complaints not upheld
66	Complaints resolved with IPSO mediation
141	Complaints resolved between publisher and complainant
45	Not pursued during IPSO investigation
195	Not lead complainant

Complaints not raising a possible breach	
8,891	<i>Not in remit/no possible breach:</i>
2,617	Did not raise any breach
70	Unmoderated reader comments
2	Ongoing legal proceedings
248	Publication not a member of IPSO
245	Complaint not made in time
32	Global jurisdiction
1,936	Third party complainants
135	Taste
2,140	Miscellaneous enquiries
1,466	Not pursued by complainant

Other actions	
6	Proactive approaches
200	Advice which did not lead to formal complaint
46	Privacy notices issued
2	Ongoing

Case studies.

A selection of 2019's complaints in detail

A person v Yorkshire Evening Post

Photos of children published without custodial parent consent

A man complained that Yorkshire Evening Post breached Clauses 2 (Privacy) and 6 (Children) of the Editors' Code by publishing photographs of his children without his consent in an article about fundraising efforts after the death of their mother, his former partner.

The publication said the photographs were provided by the children's grandmother and her daughter's current partner, after they contacted the newspaper to publicise a fundraiser. It apologised for any distress and said the photographs had been used in good faith with the intention of helping raise awareness of the fundraising effort; it had no reason to believe that the person who provided the photographs was not in a position to consent to their publication.

IPSO's Complaints Committee found that although the publication had intended to publish a positive article, it was still required to have regard for the terms of Clause 6 (Children, which would require an adult with parental responsibility to consent to the publication of the photographs. The complaint was upheld and the newspaper was required to publish an adjudication.

Jones vs Mail Online

Crime scene video intruded into family's grief and shock

Benjamin Jones complained about a Mail Online article featuring embedded video footage of a crime scene which included the dead body of his father. He said this was an intrusion into his and his family's grief and shock because of the gratuitous nature of the images and because not all members of his extended family had been informed about his father's death.

The publication apologised to the complainant for any distress caused and said the particular video had been embedded in error. Nevertheless, the footage was heavily pixelated so the victim was unidentifiable, and was a dispassionate illustration of the scene of a serious crime. It said the information came from a reputable international news agency based on an announcement from local police, and that it had contacted the Foreign Office to confirm the death immediately after the article was published.

IPSO's Complaints Committee ruled that the publication of such gratuitous footage, taken from inside a home and not in a public space, represented a failure to handle publication sensitively. Clause 4 requires publications not to break news of a death to immediate family. In this case, a local senior police officer had named the deceased and this was reported by local media outlets after next of kin had been informed. However, the Committee expressed its concern that no definitive steps had been taken to check if the immediate family had been informed prior to publication. The complaint was upheld and Mail Online was ordered to publish an adjudication.

Gordon v Sunday Life

Privacy notices are not blanket ban on press contact

John Gordon complained that the Sunday Life harassed him after IPSO had issued a privacy notice. The behaviour related to an article about his security firm's involvement in a recent eviction. A privacy notice was circulated by IPSO on Mr Gordon's behalf to pass on his request that journalists stop contacting him and his family as he did not want to make any further statement on the eviction. A journalist working for the Sunday Life emailed the complainant after circulation of this notice to ask separate questions about his business, which the complainant said was in breach of his request to desist.

Sunday Life accepted that it had engaged in contact which engaged the terms of Clause 3 (Harassment), but denied that there was any breach of the Code. It said that the eviction had been widely reported on and there was a public interest in reporting the fact that the complainant's business was now under investigation by authorities and subject to various other serious concerns about its conduct. These points had not previously been reported on or addressed, and the publication said that it was appropriate to give the complainant a right of reply.

In assessing whether there had been a breach of the Code, the Complaints Committee considered the terms of the privacy notice, the nature of the approach, and the public interest. The request for comment related to new, serious claims which it was important the complainant had the opportunity to respond to. The publication had clearly considered the public interest in making the approach, which was set out in a polite email sent to a professional email address, limiting potential intrusion.

Privacy notices act as a general request to desist, notifying several publications at once that an individual does not wish to be contacted by the media in relation to a particular story. An approach by a journalist after such a notice has been issued may constitute a failure to respect a request to desist. However, the notices do not act as blanket bans on all contact from journalists, or prohibit the printing of future stories.

Williams vs Dailystar.co.uk

Previous disclosures on social media meant reality show contestant had no reasonable expectation of privacy

Love Island contestant Rosie Williams complained that a dailystar.co.uk article inaccurately reported on her cosmetic procedures. It included a video of her receiving fillers taken from her doctor's social media account and included comments from her doctor, which she said breached her privacy.

Dailystar.co.uk said similar information had been widely shared on social media with the complainant's knowledge and consent, and provided a selection of the doctor's Instagram posts which showed her receiving non-surgical cosmetic treatments, including that which featured in the published video.

IPSO's Complaints Committee ruled that as the complainant had consented to information relating to medical treatments being publicly shared to a large audience, she did not have a reasonable expectation of privacy. The publication took care to accurately present the doctor's statements as opinion. The complaint was not upheld.

Publisher statistics.

Outcomes of investigated complaints by regulated publisher

Publisher	Upheld			Not Upheld	Resolved
	Breach - sanction: publication of adjudication	Breach - sanction: publication of correction	Breach - sanction: action as offered by publication	No breach - after investigation	Resolved - IPSO mediation
ACT Publishing Ltd	0	0	0	0	0
Archant	0	0	0	2	1
Argyll Media	0	0	0	0	0
Associated Newspapers Limited	1	1	1	22	9
Bauer Consumer Media Limited	0	0	0	1	0
Baylis Media Limited	0	0	0	0	0
British Film Institute	0	0	0	0	0
Caerphilly Media Ltd	0	0	0	0	0
Carn Bren Publishing Ltd	0	0	0	0	0
Cedar Communications Limited	0	0	0	0	0
Church of Scotland	0	0	0	0	0
CILEx Journal	0	0	0	0	0
Citywire Financial Publishers Limited	0	0	0	0	0
Conde Nast International	0	0	0	0	0
Connect Publications	0	0	0	0	0
Cumberland & Westmorland Herald Ltd	0	0	0	0	0
DC Thomson Group	0	0	1	1	2
DnG Media	0	0	0	0	0
Earl of Stair	0	0	0	0	0
Eye to Eye Media	0	0	0	0	0
Faversham House Ltd	0	0	0	0	0
Fusion Flowers Limited	0	0	0	0	0
Future PLC	0	0	0	1	0
George Boyden & Son Limited	0	0	0	0	0
Guernsey Press Company	0	0	0	0	0
Guiton Publishing	0	0	0	0	0
H. Bauer Publishing	0	0	0	0	0
Hampshire Media Limited	0	0	0	0	0
Haymarket Media Group	0	0	0	0	0
Heads (Congleton) Ltd	0	0	0	0	0
Hearst Magazines UK	0	0	0	0	0
Hello Limited	0	0	0	0	0
Highland News and Media Limited	0	0	0	0	0
holdthefrontpage.co.uk	0	0	0	0	0
Housebuilder Media	0	0	0	0	0
I Am New Generation	0	0	0	0	0
Iliffe Media Group Ltd	0	0	0	1	0
Immediate Media Company Limited	0	0	0	0	0
Independent News & Media	0	0	0	1	0
JPI Media	1	0	1	7	0
Landor LINKS Ltd	0	0	0	0	0

Publication	Upheld			Not Upheld	Resolved
	Breach - sanction: publication of adjudication	Breach - sanction: publication of correction	Breach - sanction: action as offered by publication	No breach - after investigation	Resolved - IPSO mediation
MNA	1	0	0	0	0
Motherdom	0	0	0	0	0
Newbury News and Media Limited	0	0	0	0	0
News UK	0	4	9	27	13
Newsquest Media Group	0	0	6	15	11
NFWI - WI Enterprises	0	0	0	0	0
Nub News Ltd	0	0	0	0	0
Oldham Evening Chronicle	0	0	0	0	0
Orkney Media Group Ltd	0	0	0	0	0
Paragraph Publishing Ltd	0	0	0	0	0
Pinpoint Scotland Ltd	0	0	0	0	0
Plenham Ltd	0	0	0	0	0
PA media	0	0	0	0	0
Press Gazette	0	0	0	0	0
Psi Group Ltd	0	0	0	0	0
PSP Media Group Ltd	0	0	0	0	0
Quest Media Network	0	0	0	0	0
Reach Plc	4	5	10	31	24
Recycler Publishing & Events Ltd	0	0	0	0	0
Regional Media Ltd	0	1	0	0	0
Rochdale Online Ltd	0	0	0	0	0
Rural Media	0	0	0	0	0
Southwark Newspaper Limited	0	0	0	0	0
Sunday World	1	0	1	0	2
Sussex Living Ltd	0	0	0	0	0
Telegraph Media Group Ltd	0	2	2	7	4
TES Global	0	0	0	0	0
The Barnsley Chronicle Limited	0	0	0	0	0
The Conde Nast Publications Limited	0	0	0	0	0
The Hawick Paper Ltd	0	0	0	0	0
The Irish News	0	0	0	1	0
The Jewish Chronicle	1	0	2	1	0
The Lady Limited	0	0	0	0	0
The National Magazine Company Limited	0	0	0	0	0
The Spectator	0	0	0	1	0
The Stage Media Company Ltd	0	0	0	0	0
The Stylist Group Ltd	0	0	0	0	0
The Wokingham Paper Ltd	0	0	0	0	0
Thurrock Independent Media, Design and PR	0	0	0	0	0
TI Media	0	0	0	0	0
Tindle Newspapers Limited	0	0	0	0	0
Updates Media Limited	0	0	0	0	0
Veterinary Business Development Ltd	0	0	0	0	0
Vivat Direct (trading as Readers Digest)	0	0	0	0	0
Waypride Ltd T/A Champion Media Group	0	0	0	0	0
West Bridgford Wire	0	0	0	0	0
Wyvex Media Limited	0	0	0	0	0

Board.

Responsible for strategic vision and oversight, the Board is a mix of industry and lay members, with a lay majority and no currently serving editors



Rt Hon Sir Alan Moses

Chairman of the Board, Sir Alan Moses 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 was an external member of the Council of the Royal Academy of Arts. His term as Chair ended in December 2019.



Richard Hill MBE

Deputy Chairman of the Board, Richard Hill is also Chair of Ofcom's Communications Consumer Panel and was previously Chair of the General Consumer Council for Northern Ireland, the Northern Ireland Screen Commission and Consumer Focus Post. He is the owner and Director of Titanic Gap Media Consultancy.



Anne Lapping CBE

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



Martin Trepte BEM

Martin Trepte was formerly editorial director of Baylis Media and worked as a local newspaper journalist for almost 30 years. He is also involved with several grassroots charities and community organisations.



Mehmuda Mian

Mehmuda Mian practised as a solicitor. She has worked for the Law Society, investigating complaints against solicitors, and also chairing 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.



Charles Wilson

Charles Wilson was formerly managing director of the Mirror Group and has been editor of The Times, Independent, the Scottish Sunday Standard, Glasgow Herald, Glasgow Evening Times and the Chicago Sun Times. He is a Trustee of the National Museum of the Royal Navy.



Ruth Sawtell

Ruth Sawtell is Chair of the IPSO Journalists' Panel. She was a Board member at the Parliamentary and Health Service Ombudsman and Phonepaid Services Authority. She recently completed her tenure as a council member at the Advertising Standards Authority and before that, at the Nursing and Midwifery Council.



Ian MacGregor

Ian MacGregor is Chair of the Society of Editors and Emeritus Editor of The Telegraph. He was launch editor of the Metro, editor of the Scottish Daily Mail, deputy editor of the Evening Standard, deputy editor of the Daily Telegraph, weekend editor of the The Telegraph and editor of the Sunday Telegraph.



Charles McGhee

Charles McGhee is the former editor of The Herald in Scotland and the Glasgow Evening Times. He is an Honorary Professor in Journalism and Media at Glasgow Caledonian University and a past President of the UK Society of Editors. Charles is also Chair of Mary's Meals, the international children's charity.



Mike Soutar

Mike Soutar is a multi-award winning magazine professional with more than thirty years' experience in the sector. He has edited some of the UK's best-known magazines and is the co-founder of Shortlist Media. Mike stepped down from the Board in September 2019.



Claire Singers

Claire Singers has 30 years of experience as a public relations consultant and was Managing Director of LD Communications. She has worked with some of the biggest artists in the world, including Pink Floyd and The Rolling Stones as well as being involved in high profile events including Live 8 and Live Earth.



Matthew Lohn

Matthew Lohn combines his role as senior partner at Fieldfisher with his practice as a lawyer specialising in public and regulatory law. He was formerly a member of IPSO's Complaints Committee.

Complaints Committee.

Responsible for ruling on complaints, the Committee is a mix of industry and lay members, with a lay majority



Rt Hon Sir Alan Moses

Chairman of the Board, Sir Alan Moses 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 was an external member of the Council of the Royal Academy of Arts. His term as Chair ended in December 2019.



Richard Best

Deputy Chairman of the Committee, 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 and was managing editor of Cornwall Today. He now runs consultancy Straightshot Communications.



Lara Fielden

Lara Fielden served as a broadcasting regulator with Ofcom and a Visiting Fellow at Oxford University's Reuters Institute. Her publications included a report on press regulation for the Leveson Inquiry. She was Vice Chair of the London Probation Trust and advised on the UK Statistics Authority's recent Code review.



Helyn Mensah

Helyn Mensah is a barrister specialising in intellectual property law at 33 Bedford Row chambers. She sits as a member of the Strategic Governance Panel to the new English non-household water retail market, and chairs its General Data Protection Regulation Committee.



Peter Wright

Peter Wright is Editor Emeritus at Associated Newspapers and was formerly Editor of The Mail on Sunday. He is a member of the Thomson Reuters Founders Share Company nominations committee and was a member of the Cairncross Review into the future of journalism.



Mark Payton

Mark Payton is an editor and journalist with 30 years of specialist publishing experience. He was editorial director at Haymarket Consumer Media and now works as compliance consultant for the Trust Project, an international consortium of news organisations working towards greater transparency and accountability in the global news industry.



Miranda Winram

Miranda Winram is Chair of the IPSO Readers' Panel and former Head of Strategy and Insight and Board Member of Forest Enterprise. She was a non-exec member of the Nursing and Midwifery Council's Fitness to Practice committee and is currently a public appointee to the Lord Chancellor's Advisory Committee for the North East.



Nazir Afzal OBE

Nazir Afzal was Chief Crown Prosecutor for the North West of England prosecuting some of the UK's most high profile cases. He advised on extremism and radicalisation as a member of the Manchester Mayor's Commission for Cohesion. Nazir was awarded an OBE for his work with the CPS and communities involvement.



Andrew Pettie

Andrew Pettie has worked as a journalist and editor for newspapers, magazines and publishers including the Telegraph Media Group where he was the Executive Head of Culture, EMAP, the BBC and Encyclopaedia Britannica. He is now a consultant, contributing editor and writer.



David Hutton

David Hutton spent 22 years as a senior leader in secondary schools, initially as Deputy Head and then as Head. He represented headteachers on Suffolk's Schools' Forum, chaired the Governing Body of a Special School, and was a founder member of the Ipswich Opportunity Area Board.



Andy Brennan QPM

Andy Brennan served as Deputy Director in the National Crime Agency following positions as Head of Homicide and Major Enquiry Teams and Head of Professional Standards and Counter Corruption Unit for West Yorkshire Police. He was awarded the Queens Police Medal for services to policing and the public in 2012.



Janette Harkess

Janette Harkess is a former journalist who has worked in senior roles across a range of titles. She is Director of External Relations for the Royal Conservatoire of Scotland and was Head of Media for the Glasgow Commonwealth Games. She is also an Honorary Vice President of the Journalists' Charity.

Staff.

A small staff of twenty handle complaints, arbitration, administration, standards and external affairs



Lord Edward Faulks QC

Lord Faulks is a barrister specialising in claims arising from the Human Rights Act, professional and clinical negligence, personal injury, education, police claims and public law. He became a QC in 1996 and was appointed to the House of Lords in 2010. He served as Justice Minister from 2013-2016.



Charlotte Dewar

Prior to her appointment as Chief Executive, Charlotte was IPSO's Director of Operations for five years. She was previously Director of Complaints and Pre-Publication Services at the Press Complaints Commission. Before that, she worked in the office of the independent readers' editor at The Guardian.

Executive Staff 2019

* Names marked with asterisk left IPSO post-2019

Matt Tee *	Chief Executive
Lauren Sloan	Joint Head of Complaints
Holly Pick *	Joint Head of Complaints
Katrina Bell	Complaints Officer
Thomas Moseley	Complaints Officer
Sean Sutherland	Complaints & Arbitration Officer
Tonia Milton	Systems & Office Manager
Michele Kuhler	PA & Office Support Manager
Lauren Hay	Systems Co-ordinator
Mel Huggett	Systems Handler
Todd Stammers	Systems Co-ordinator
Jonathan Bell	Systems Handler
Charlotte Urwin *	Head of Standards
Rosemary Douce	Standards Officer
Hanno Fenech	Standards & Communications Co-ordinator
Vikki Julian	Communications Manager
Sophie Malleson *	Policy & Public Affairs Officer

Financials.

Income statement for the year ended 31 December 2019

Independent Press Standards Organisation C.I.C.		2019	2018
Turnover	£	2,574,800	2,490,540
Administrative expenses	£	(2,527,113)	(2,543,071)
Other operating income	£	5,000	45,000
Operating profit/(loss)	£	52,687	(7,531)
Loss on the disposal of tangible fixed assets	£	-	(2,562)
Interest receivable	£	654	183
Profit/(loss) before taxation	£	53,341	(9,910)
Tax on profit/(loss)	£	(13,150)	(1,300)
Profit/(loss) for the financial year	£	40,191	(11,210)
Fixed assets			
Intangible assets	£	30,934	11,579
Tangible assets	£	109,231	124,890
	£	140,165	136,469
Current assets			
Debtors	£	107,264	213,754
Cash at bank and in hand	£	281,195	190,055
	£	308,459	403,809
Creditors: amounts falling due within one year	£	(226,967)	(209,513)
Net current assets	£	161,492	194,296
Total assets less current liabilities	£	301,657	330,765
Creditors: amounts falling due after more than one year	£	(206,000)	(281,000)
Provisions for liabilities	£	(35,346)	(29,645)
Net assets	£	60,311	20,120
Capital and reserves			
Profit and loss account	£	60,311	20,120
Total equity	£	60,311	20,120

