

Annual Statement to the Independent Press Standards Organisation (IPSO)¹

For the period

1 January to 31 December 2015

¹Pursuant to Regulation 43 and Annex A of the IPSO Regulations (The Regulations: https://www.ipso.co.uk/assets/82/New_IPSO_regulations.pdf) and Clause 3.3.7 of the Scheme Membership Agreement (SMA: https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT_PDF_.PDF#page=7)

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1. Foreword

The reporting period covers 1 January to 31 December 2015 (“the Relevant Period”).

2. Overview

Trinity Mirror PLC is one of the largest multimedia publishers in the UK. It was formed in 1999 by the merger of Trinity PLC and Mirror Group PLC. In November 2015, Trinity Mirror acquired Local World Ltd, thus becoming the largest regional newspaper publisher in the Country. Because the acquisition took place so late in the Relevant Period, the performance of Trinity Mirror and Local World will be dealt with separately for much of this Statement.

From 1 January 2016 Local World was brought in to Trinity Mirror’s centralised system of handling complaints. Furthermore, Editorial and Training Policies are now shared. Many of the processes, policies and protocols of both Trinity Mirror and Local World did not change in the Relevant Period, therefore much of this report is a repeat of those matters set out in the 2014 reports.

2.1 Trinity Mirror

During the Relevant Period, Trinity Mirror published 5 National Newspapers, 106 Regional Newspapers (with associated magazines, apps and supplements as applicable) and 32 Websites. A full list of Trinity Mirror’s publications is attached to this document².

Trinity Mirror’s regional circulation areas within IPSO’s jurisdiction are Scotland, the North East, Northern Ireland, Wales, the Midlands, the North West and the South.

During the Relevant Period, Trinity Mirror published approximately 1.3 million articles across all of its print titles and more than 528,000 articles online. Many of the online articles are digital versions of their print equivalents.

2.2 Local World

Local World was incorporated on 7 January 2013 following the merger between Northcliffe Media and Iliffe News and Media. The group comprises 94 print titles

² See 6.1 Annex A

and 82 websites. A full list of Local World's print titles and websites is attached to this document³. Local World's titles cover 23% of the UK's population area and are based in England and Wales.

3. Responsible Person⁴

Trinity Mirror's Responsible Person is Paul Mottram.

For the purposes of this Report, Paul Mottram is also the Responsible Person for Local World titles, taking over from Graham Judge, former Local World Company Secretary, who left the company at the end of 2015.

4. Trinity Mirror

4.1 Editorial Standards⁵

The maintenance of high editorial standards is at the core of Trinity Mirror's business. All editorial staff are contractually bound to adhere to the Editors' Code Of Practice ("the Code") by the terms of their employment. Furthermore, it is a term of our agreements with agencies and freelancers that they comply with the Code.

As a mark of its commitment to the maintenance of such standards and to acknowledge and address the difficulties that are presented in the everyday course of fast-paced current events journalism, Trinity Mirror's board issued the following Risk Appetite Statement to senior management in April 2015:

Trinity Mirror has no appetite for behaviours, past or present, that constitute a breach of IPSO's Editors' Code of Practice.

Trinity Mirror has no appetite for behaviours or decisions that knowingly lead to the publication of inaccurate, misleading or distorted information.

We are committed to doing business in accordance with IPSO's Editors' Code of Practice. The Group recognises that protecting the rights of the individual consistently comes into conflict with the public's right to know and

³ See 6.2 Annex B

⁴ Pursuant to Clause 3.3.9 of the SMA

(https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT__PDF_.PDF#page=7)

⁵ Pursuant to Clause 3.3.1 to 3.3.3 of the SMA

(https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT__PDF_.PDF#page=6)

acknowledge that, as a consequence, we will have to make difficult judgements which are impossible to get right all of the time.

Trinity Mirror has little appetite for errors or misjudgements in the normal course of business, but as stated above, the Group recognises that the business of publishing information – particularly when it is done quickly in the digital environment - brings with it a level of risk that mistakes will occur. However, the Group will continually seek improvements to its behaviours, processes and systems in order to ensure that the risk of errors is mitigated and that the correct judgements are made in balancing the rights of the individual and the rights of the public to know.

Pre-publication Guidance from IPSO

We have had occasion to consult with IPSO, and historically, the PCC over pre-publication guidance, primarily with “borderline” judgments involving the privacy of photographs etc. We have also consulted over issues such as the updating of stories with new information when there is an outstanding IPSO complaint.

IPSO Notices

Notices and warnings received from IPSO are distributed to the relevant editorial staff as soon as possible together with legally privileged guidance, if appropriate. From 1 January 2016 all relevant staff at Local World titles are now included on group “round robin” emails.

Verification of Stories

Trinity Mirror expects its staff to use their best endeavours to verify the stories that are put forward for publication. Stories involving potentially contentious issues are reviewed by the newsdesk and then legal/Code compliance advice is generally sought from the legal department before publication. Code compliance issues are also considered on our regional titles by Managing Editors if serious allegations are being made. Furthermore, journalists are encouraged to seek comment from the subjects of stories where appropriate.

Trinity Mirror’s policy on provenance is as follows:

Provenance

Editorial executives on all our titles are reminded that it is their responsibility to understand the provenance of material, both words and pictures, and to satisfy themselves that it has been appropriately obtained.

Journalists have an obligation under IPSO's Editors' Code of Practice to protect their sources, but we also have a duty to establish that the sources we use are reliable. Protecting our journalists' sources and insisting on knowing who our sources are, are not mutually exclusive.

Although they can delegate the authority where necessary, story provenance is ultimately the responsibility of the Editor.

In this area the Company relies on its integrity, experience and professionalism.

If there is an anonymous source, whether received internally or via an agency, the Editor must take this into account when making their judgement on whether to publish and in doing so must ask pertinent questions and seek legal advice if necessary.

Although there may, in certain circumstances, be good reasons why the actual identity of a source is not known to the Editor, uncertainty as to provenance should in itself be a reason to question whether a story should be published.

It is usual journalistic practice to approach the subject matter of a story for comment before publication if serious allegations are being made by a third party. Further guidance is provided as stories are filtered through Content Editors, and if appropriate, legal advice is sought and taken

4.2 Complaints Handling Process⁶

Trinity Mirror seeks to resolve complaints as quickly and amicably as possible when a mistake has been recognised, but will also defend its journalism when it believes that there has been no breach of the Code. In any event, Trinity Mirror strives to reply to all complainants in a timely and courteous manner, regardless of the merits of the complaint. During the Relevant Period, the average time to respond substantively to a complaint received via our tracked online complaints form was 4 days.

Trinity Mirror receives complaints from the public through several avenues: indirectly via IPSO referrals, directly via its Complaints Form (in accordance with its Formal Internal Complaints Process), informally by telephone and/or email and from solicitors writing "letters before claim" in advance of legal proceedings.

⁶ Pursuant to Clause 3.3.4 of the SMA
(https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT_PDF_.PDF#page=6)

4.2.1 Formal Internal Complaints Process

4.2.1.1 Print

Every Trinity Mirror printed news publication sets out details about its Complaints Process on page 2 of each edition in a column entitled "Corrections & Complaints"⁷. The column includes a link to Trinity Mirror's "How To Make A Complaint" process⁸, which is hosted on Trinity Mirror's website, www.trinitymirror.com⁹. The website also hosts our Complaints Policy¹⁰, the Code and our online Complaints Form¹¹.

The column also informs readers of Trinity Mirror's IPSO membership, together with IPSO's contact details for advice, if required. Those complainants who do not have internet access are provided with an address to send off for a "Complaints Pack"¹², which includes a copy of our Complaints Policy, the Editors' Code Of Practice and our Complaints Form.

Readers who wish to bring a factual error to our attention are directed to either the Editor or Readers' Editor, who will arrange prompt corrections of admitted inaccuracies. In the overwhelming majority of cases corrections, clarifications and/or apologies will appear either in the Corrections & Complaints column or elsewhere on Page 2.

4.2.1.2 Online

Every Trinity Mirror website carries a "How to Complain" link on its home page¹³, which sets out not only a link to Trinity Mirror's Complaints Process but also directs readers to email addresses where they can address issues about both simple, online factual errors and non-editorial matters¹⁴. Each homepage also links to a "Corrections and Clarifications" Section¹⁵. Some corrections or

⁷ See 8.2 Annex B in Trinity Mirror's 2014 Annual Statement

⁸ See 8.3 Annex C in Trinity Mirror's 2014 Annual Statement

⁹ See 8.4 Annex D in Trinity Mirror's 2014 Annual Statement

¹⁰ See 8.5 Annex E in Trinity Mirror's 2014 Annual Statement

¹¹ See 8.6 Annex F in Trinity Mirror's 2014 Annual Statement

¹² See 8.7 Annex G in Trinity Mirror's 2014 Annual Statement

¹³ See 8.8 Annex H in Trinity Mirror's 2014 Annual Statement

¹⁴ See 8.9 Annex I in Trinity Mirror's 2014 Annual Statement

¹⁵ See 8.10 Annex J in Trinity Mirror's 2014 Annual Statement

amendments may however, in certain circumstances, be published underneath the original online article.

These processes had been adopted by all Local World print and online titles by January 2016.

4.2.2 Process

Once a Complaints Form is received, the matter is handled by the Legal and Compliance Department. The complaint is assessed to determine whether the Code has been engaged, whether there has been a misinterpretation of the Code and/or whether the complaint is vexatious.

Examples of complaints that would not engage the Code could be the non-delivery of a newspaper or an issue arising from a reader offer or competition. In any event, this kind of complaint would be directed to the appropriate department and a response issued.

An example of a misinterpretation of the Code could be a complaint made under Clause 5 (intrusion into grief or shock) from a reader concerned about a general report (with which the complainant has no personal connection) about, for instance, a natural disaster. Another example could be a complaint made under Clause 12 from a reader objecting to the portrayal of a football team, i.e. complaints about editorial matters that purport to engage the Code but upon analysis do not. Again, these complaints are always answered.

Vexatious complainants include those who use insulting language or who do not set out the nature of their complaint under the Code.

In any event, if a proper contact address is provided, Trinity Mirror endeavours to reply to all complainants within seven days.

If a complaint engages the Code, the matter is investigated internally and a response is sent. The response will either reject the complaint, if Trinity Mirror is satisfied that there has been no breach of the Code, or, if there is a matter that does need addressing, then discussions will be held with the complainant in an attempt to resolve the matter.

If the matter cannot be resolved between the parties, the complainant is offered the option to refer the matter to IPSO to investigate.

4.2.3 Referrals From IPSO

The receipt of new complaints referred to Trinity Mirror publications by IPSO engages Clause 13 of The Regulations¹⁶. As part of its internal Complaints Procedure, Trinity Mirror corresponds directly with the complainant to address the issues at hand as set out above. If no resolution can be reached, the matter is referred back to IPSO for its consideration.

4.2.4 Informal Complaints

Many complaints are dealt with directly by the Editor or a senior journalist following telephone calls or emails. In the vast majority of cases, this is the most appropriate, expedient and amicable way of resolving complaints.

4.2.5 Legal Complaints

All legal complaints (classified as complaints which are accompanied by a demand for a financial remedy and refer to a cause of action) are handled by the Legal Department separately.

4.2.6 Recording Of Complaints

Complaints that are received by Trinity Mirror either through its Complaints Form or from IPSO are recorded and assessed with regard to whether the Code has been engaged and which clauses have been addressed. Although complaints received on an informal basis throughout the regions are generally logged, given the minor nature of many issues and the disparate way these complaints are received and dealt with (orally, by telephone, letter, email etc.), it would be disproportionate for these types of complaints to be formally assessed in terms of the Code. The most important factor is that all complaints are addressed, and if possible, resolved as quickly as possible.

4.3 Training Process

All Trinity Mirror journalists are obliged to complete a one day legal training course with refresher sessions every two years, hosted by Media Law consultant

¹⁶ https://www.ipso.co.uk/assets/82/New_IPSO_regulations.pdf

David Banks. The sessions cover all aspects of relevant law (libel, privacy, contempt of court etc.) together with ethics, a topic that has now been updated to cover IPSO. The session includes workshop discussions as well as presentations. The sessions are updated regularly to reflect any changes in the law together with relevant cases.

The IPSO section covers the structure of the Regulator and how it works. It looks at the Code itself, highlighting any recent adjudications of note. It covers IPSO's powers of investigation and financial sanctions. It also includes the emphasis on IPSO members having effective complaints-handling procedures themselves. There has always been a section in the training day on the Code and the PCC as was. This section changed in late 2014 to accommodate IPSO's early stages and its first issued adjudications.

From autumn 2014, Trinity Mirror consulted with the Press Association (PA) and training company Eliesha over the creation of an online learning course with the purpose of making sure that all Trinity Mirror journalists have a full understanding of the Code and the changes introduced by IPSO. The course contains ten animated and narrated modules. After viewing each module, editorial staff must complete a multiple choice assessment. Participants must score 100% in the assessment before they can move on to the next module and the course is only completed after the 100% pass mark has been achieved in all ten modules.

This compulsory course was rolled out and completed by all Trinity Mirror editorial staff (from Editors and Executives to trainees) across the company in February and March 2015. All new editorial employees must also complete this training programme as part of their induction. During the Relevant Period, 1,647 Trinity Mirror journalists watched the ten-video course and passed the associated tests.

To supplement the online course, Paul Mottram delivered seminars to editorial executives throughout Trinity Mirror during 2015 at each of our regional centres and at Canary Wharf. These seminars examine each clause of the Code in turn and focus upon the everyday practical application of the Code and examples of where Code breaches have occurred with a discussion on how similar issues could be avoided in the future. Adverse adjudications during 2015 were also addressed. More seminars are planned for 2016.

4.4 Our Record On Compliance¹⁷

This report covers all upheld IPSO Adjudications published in the Relevant Period. There were five upheld adjudications (including those where sufficient remedial action had been offered) decided upon in 2015 regarding articles that were published in 2014. These adjudications were set out in greater detail in section 7 of Trinity Mirror's 2014 Annual Statement (page 9). Details of upheld adjudications, published and adjudicated upon in 2015, are set out below.

4.4.1 Upheld Complaints With A Requirement To Publish The Adjudication (2)

00782-15 Goundry v East Kilbride News¹⁸

Matthew Goundry complained that the East Kilbride News had breached Clauses 1, 2 and 5 in an article headlined "OAP appeals to council for repairs", published on 18 January 2015.

The article reported that the complainant's mother, Mrs Goundry, said that her late son had Down's syndrome. Mr Goundry said that this was not true and that his mother had not said the words "Down's syndrome" during the interview with the reporter. At a later stage in the IPSO investigation, Mrs Goundry confirmed this.

The reporter's contemporaneous notes of the interview supported the article. The newspaper said it had published the information provided by Mrs Goundry in good faith. However, after receiving confirmation from Mrs Goundry personally that she denied having referred to Down's syndrome, it offered to publish a statement.

The Complaints Committee agreed that there had been no breach of the Code under clause 1(i) because the newspaper had taken care not to publish inaccurate information but upheld Mr Goundry's complaint under Clause 1 (ii) due to both the time taken by the newspaper to offer to publish a correction and the nature of the inaccuracy. The newspaper was required to publish an adjudication.

Date adjudication issued: 11/06/2015

¹⁷ Pursuant to paras. 3.3-3.4, Annex A of the IPSO Regulations (The Regulations: https://www.ipso.co.uk/assets/82/New_IPSO_regulations.pdf)

¹⁸ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=270>

Action Taken

Although Trinity Mirror regrets any upset caused by the article, it fulfilled its responsibilities by publishing the adjudication. No action was deemed to be required as the Committee found that there was nothing lacking in the journalism involved.

02624-15 Partnerships in Care v Ayrshire Post (Partially Upheld)¹⁹

██████████ complained on behalf of Partnerships in Care that an article published in the Ayrshire Post on 3 April 2015 under the headline "Ayr Clinic is rapped" breached Clauses 1 and 12.

The complainant said that the article gave a misleading and distorted impression of the report's findings. The complainant said further that the article's claim that the Clinic cares for "deranged criminals" was a prejudicial and pejorative reference to the mental health of its patients contrary to clause 12.

The IPSO Committee upheld the complaint under Clause 1, but not under Clause 12. The newspaper was required to publish the adjudication.

Date decision issued: 27/07/2015

Action Taken

After the adjudication, discussions took place with the Editor at the time of publication and the reporter about why the story and accompanying headline did not properly reflect the nature of the report by Healthcare Improvement Scotland.

4.4.2 Upheld Adjudications Where Sufficient Remedial Action Had Been Offered (2)

02716-15 West v Sunday Mirror and 03071-15 Draper v Sunday Mirror²⁰

Ms West and Major Draper, complained that an article published on 12 April 2015 by headlined "Murdered soldier Lee Rigby's fiancée 'finds happiness' with his army pal" breached Clauses 1, 3, 4 and 5.

¹⁹ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=206>

²⁰ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=237>

The reporter had contacted Major Draper and informed him that the intended article would report that he was in a relationship with Ms West, and that Ms West had “found happiness”. The newspaper considered that Major Draper had led the reporter to believe that the pair were “seeing each other”.

Extract from the Adjudication

As Ms West had been present during Major Draper’s conversation with the reporter, and had not raised any objections at the time..., the complaints under Clause 3 were not upheld.

The Committee noted the newspaper’s attempts to contact Ms West before publication ... However... the newspaper had not asked him for comment on the claim that the pair had been seen together as a couple at a St Paul’s Cathedral memorial service. This was subsequently demonstrated to be inaccurate. The failure to take the opportunity to seek confirmation from Major Draper of the accuracy of the claim – or otherwise verify its accuracy – was a breach of Clause 1 (i), and a correction was required under the terms of Clause 1 (ii).

The Committee was satisfied that the correction offered by the newspaper made clear that the complainants had not publicly declared their relationship by attending a memorial service together at St Paul’s Cathedral. The prompt publication of the correction on page two – 11 pages further forward than the original article had appeared – and online was sufficient to meet the terms of Clause 1 (ii).

Date complaint concluded: 05/10/2015

The Committee originally considered the complaints at its meeting on 15 July 2015 and subsequently issued its decision to the parties. In response, the newspaper submitted that the Committee’s decision had been based on incomplete information. The Committee elected to reconsider the complaints at its meeting on 9 September 2015 and this ruling is the outcome.

Action Taken

The journalists concerned were reminded to make sure that all relevant matters should be put to the subject of an article.

04727-15 David Hanks v Ayrshire Post²¹

Extract from the adjudication:

David Hanks complained the Ayrshire Post breached Clause 1 (Accuracy) and Clause 2 (Opportunity to reply) in an article headlined "Tied up in a Thai racket", published on 15 May 2015.

The article reported that the complainant, along with co-defendant Alexander Matusov, was due to stand trial in Thailand on charges of racketeering. It stated that the complainant was currently in custody.

The complainant said that he had never been held in custody. He also noted that his co-defendant was Alexander Komandorskiy, rather than Alexander Matusov as reported,

Findings of the Committee

9. The newspaper had not been able to demonstrate that it had taken care over the accuracy of its report with regard to the reference to his being in custody and name of the complainant's co-defendant...The Committee established a breach of 1(i). The inaccuracies were significant ones, which should be corrected to avoid a breach of 1(ii).

15. The Committee had reviewed the newspaper's draft wording for a follow-up article, This follow-up story, which was due to appear on page 2, with a reference on page 1, where the original article had appeared, was an appropriate remedy to the breach of Clause 1.

Action Taken

The relevant staff concerned were reminded of the importance of corroborating allegations reported elsewhere.

²¹ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=285>

4.4.3 Non Upheld Adjudications

During the Relevant Period 48 complaints against Trinity Mirror titles were not upheld by the Committee.

4.4.4 Mediated Complaints

During the Relevant Period IPSO successfully mediated 7 Trinity Mirror complaints.²²

5. LOCAL WORLD

5.1 Editorial Standards

All Local World editorial staff are required to operate according to the standards of the Editors' Code of Practice.

The Code adopted by the Industry has been accepted by the Company as the basis for its policy in maintaining high professional and ethical standards and attention to this is highlighted in individuals' terms of employment, including any amendments made thereto from time to time.

Each Editor, who is legally responsible for the content of his newspapers and websites, is responsible for ensuring that Company policy, in this and other respects, is observed. He/she is the arbiter of any uncertainties arising from the practical application of the Code.

This policy is reinforced in the company's Ethics and Behaviour Policy which is distributed to all employees via the Employee Handbook. The relevant section is referenced below:

Ethical Behaviour Policy

This policy should be read in conjunction with the 'Employee Code of Conduct'

Scope

The Local World Ethical Behaviour Policy will cover five fundamental principles:

- *Integrity*

²² Based on the Resolution Statements published on the IPSO website.

- *Objectivity*
- *Professional competence and due care*
- *Confidentiality*
- *Professional behaviour*

The following safeguards are in place to ensure Local World acts in an ethical manner:

- *Internal – policies and controls, leadership, culture*
- *External – professional standards, continuing professional development, legal and financial regulation, Independent Press Standards Organisation*

There are considerable risks both to a company's reputation and of sanctions (both financial and through increased regulation) when ethical codes are broken. Trust between employer and employee can break down.

Local World has established an ethical framework which employees can operate within and an effective mechanism to deal with any ethical dilemmas they may face. A resolution process is also in place to ensure that any ethical issues can be resolved.

Ethics within Editorial

All editorial staff operate within the Editors' Code of Practice set out by IPSO.

All journalists have a duty to maintain the highest professional standards. The Code sets the benchmark for those ethical standards, protecting both the rights of the individual and the public's right to know. It is the cornerstone of the system of self-regulation to which the industry has made a binding commitment.

It is essential that an agreed code be honoured not only to the letter but in the full spirit. It should not be interpreted so narrowly as to compromise its commitment to respect the rights of the individual, nor so broadly that it constitutes an unnecessary interference with freedom of expression or prevents publication in the public interest.

It is the responsibility of Editors and publishers to apply the Code to editorial material in both printed and online versions of publications. They should take care to ensure it is observed rigorously by all editorial staff and external contributors, including non-journalists, in printed and online versions of publications.

Editors should co-operate swiftly with IPSO in the resolution of complaints. Any publication judged to have breached the Code must publish the adjudication in full and with due prominence agreed by the Commission's Director, including headline reference to the Regulator.

5.2 Local World's Complaints Handling Process²³

Editorial complaints were recorded locally by the Editors. During the Relevant Period records were submitted to Graham Judge, then Company Secretary of Local World.

Each Local World newspaper and website provided detailed information on terms and conditions, as well as house rules relating to website contributors, detailing the code of conduct expected. The titles also carried contact information for submission of complaints.

5.3 Training Process

During the Relevant Period any training for journalists was handled on a local level by senior Editors. In 2015, training principally centred on trainee journalists with a focus on legal issues.

Local World trainee journalists are trained in tandem with the NCTJ, leading up to the NQJ examination, 18 months after joining the company. They have fortnightly copy clinics with the Editor and complete a portfolio which denotes that they have completed 18 (now 20) different aspects of reporting. They are mentored by a senior member of staff.

Furthermore, new or inexperienced journalists attend monthly meetings with senior managers to review their accuracy, knowledge and behaviour in their roles. Training in the handling of and dealing with social media is of particular importance.

Although some areas had some IPSO specific training in 2015, such training was not universal. It must be noted that there were very few instances of breaches of the Code in 2015. However, Trinity Mirror recognises the importance of all Local World journalists being able to demonstrate a detailed knowledge of both the Code and the best practices that emanate from it. Therefore, from January 1 2016, all Local World journalists will be required to undertake an updated version of the PA online IPSO training course. Furthermore, Paul Mottram will be delivering IPSO seminars to Local World editorial executives in regional centres

²³ Replaced on 1 January 2016 to integrate with Trinity Mirror's processes.

throughout 2016. Additionally, Trinity Mirror's biennial legal training requirement will be extended to Local World in 2016.

Pre-Publication Guidance

Notices and warnings received from IPSO are distributed to the relevant editorial staff as soon as possible, if received centrally.

However, Local World's business model delegated authority and decision-making to local publishing centres, with local Editors and publishers being responsible for making editorial and business decisions. It is likely, therefore, that any notices emanating from IPSO would be sent to, and received by, the relevant local centre.

The expectation is that local Editors will take IPSO notices into account if relevant to one of their intended articles.

Verification of Stories

Local World expects its staff to verify potential stories as fully as reasonably possible. Each centre's Newsdesk reviews potentially contentious stories in the first instance. All journalists at whatever level know that it is their responsibility to ensure that the provenance of all material is good, and it has been obtained lawfully and in accordance with the Code.

If doubts still exist as to the veracity or provenance of a story, the News Editors consult their Editors/Deputy Editors, as appropriate, for guidance. They do so because they know that the accuracy and authenticity of stories is ultimately the responsibility of the Editors.

It goes without saying that Local World expects its journalists to seek comment from the subjects of contentious stories, unless there are good reasons for not doing so.

Local World retains the services of specialist external solicitors. The principal legal advisor has some 25 years' experience of advising the regional press in general, and of advising Local World and Northcliffe Media in particular. Our Editors/News Editors are encouraged to seek legal and Code advice from them whenever appropriate. This is because Local World's culture is that it prefers to prevent legal and IPSO complaints in the first place, rather than having to deal with them after publication.

5.4 Local World's Record On Compliance

5.4.1 Upheld Complaints With A Requirement To Publish The Adjudication

In the Relevant Period two complaints were upheld:

01866-14 A woman v Derby Telegraph²⁴

Extract from the adjudication:

A woman complained that the Derby Telegraph had breached Clause 3 (Privacy), Clause 5 (Intrusion into grief or shock), and Clause 6 (Children) in an article headlined "Girl involved in incident outside Derbyshire secondary school", published on the website of the Derby Telegraph on 20 November 2014.

The photograph had been taken while the child had been awaiting medical treatment.....the Committee took the view that the injured child had had a reasonable expectation of privacy. The photographing of the child represented a failure to respect her private life. The complaint was upheld under Clause 3.

Although the newspaper had pixelated the face of the injured child and had contacted the ambulance services to try to ascertain the severity of the injury, the publication of the photograph at a time when the newspaper had not been able to verify the identity of the child concerned or establish whether her parents had been informed of the incident represented a failure to handle publication with appropriate sensitivity. The photograph had been distressing for the family, and risked notifying friends and relatives about the accident. The complaint was upheld under Clause 5.

While the complaint was upheld, the Committee welcomed the newspaper's attempts to address the complainant's concerns once they had been drawn to its attention.

²⁴ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=36>

Action Taken

Although staff considered the accident victim and took care to pixelate her face, staff were reminded that not enough thought was given about the second girl and in any event permission should have been sought for the publication of the photograph. Staff were reminded of the importance of vigilance over UGC and photos in general.

04361-15 Lincolnshire Police v Lincolnshire Echo²⁵

Extract from the adjudication:

Following the publication of an article on the website of the Lincolnshire Echo on 26 June 2015 headlined "Lincolnshire woman killed in Tunisia terror attack", Lincolnshire Police complained to the Independent Press Standards Organisation on behalf of the family of Carly Lovett that the Lincolnshire Echo breached Clause 5 (Intrusion into grief or shock) of the Editors' Code of Practice.

The article reported that Carly Lovett had been killed earlier that day in a terrorist attack in Tunisia.

The complainant said that reporting Ms Lovett's death as fact before it had been confirmed to her family had caused enormous upset at an already highly distressing time.

The newspaper denied that it had breached the Code; it said that it had waited several hours to publish the information, until it had received confirmation from multiple sources that it considered to be reliable that Ms Lovett had died and that the family were aware

The newspaper was entitled to report on a local connection to the attack, and the Committee acknowledged that it had not intended to cause any distress. However, it had a responsibility to ensure in doing so that its report was

²⁵ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=239>

accurate and that it was prepared with appropriate regard for the position of those most directly concerned: Ms Lovett's surviving family.

The publication of the information that Ms Lovett had died, so soon after the attack and before it had been confirmed to her immediate family, was a serious failure to handle publication sensitively and a breach of Clause 5.

Action Taken

All senior editorial staff (assistant news editor, news editor, digital publisher, and deputy editor) were involved in a detailed debrief on this story and the subsequent adjudication, which they have all read. The editor is now confident that all senior staff understand why the Lincolnshire Echo was found to be in breach of the Code in relation to this story and recognise the importance of ensuring family members have confirmation of a death prior to publication. The IPSO adjudication in this case now actively guides decision making in the Echo newsroom in relation to coverage of sudden deaths.

5.4.2 Upheld Adjudications Where Sufficient Remedial Action Had Been Offered

During the Relevant Period the Committee did not uphold any such complaints.

5.4.3 Non Upheld Adjudications

During the Relevant Period 16 Local World complaints were not upheld by the Committee.

5.4.4 Mediated Complaints

IPSO successfully mediated 5 Local World complaints in the Relevant Period.²⁶

²⁶ Based on the Resolution Statements published on the IPSO website.

6. Schedule

6.1 Annex A: List Of Trinity Mirror Titles/Websites

6.1.1 Print

National

Daily Mirror

Sunday Mirror

Sunday People

Daily Record

Sunday Mail

[The New Day (from 29 February
2016)]

Regional

Accrington Observer

Airdrie & Coatbridge Advertiser

Aldershot News & Mail

Amersham Examiner

Ayrshire Post

Beaconsfield Advertiser

Birmingham Mail

Birmingham Post

Blairgowrie Advertiser

Buckinghamshire Advertiser

Buckinghamshire Examiner

Business Insider Magazine

Caernarfon & Denbigh Herald

Chester Chronicle Series
Chronicle Xtra Chester / South Cheshire
Colwyn Bay & Abergale Weekly News
Conwy Valley & Dyffryn Conwy Weekly News
Coventry Telegraph
Coventry Times
Crewe Chronicle
Crewe Chronicle Xtra
Crosby Herald
Cynon Valley Leader
Daily Mirror Northern Ireland
Daily Post
Dumfries & Galloway Standard
Ealing Gazette
East Cleveland Herald & Post
East Kilbride News
Ellesmere Port Pioneer
Flintshire Chronicle
Formby Times
Fulham Gazette
Galloway News
Getreading
Glamorgan Gazette
Glasgow Now
Glossop Advertiser
Greater Manchester Business Week Magazine
Gwent Gazette
Hamilton Advertiser
Heywood Advertiser
Hinckley Times
Holyhead & Bangor Mail

Hounslow Chronicle
Huddersfield Daily Examiner
Irvine Herald
Kilmarnock Standard
Lennox Herald
Liverpool Echo
Loughborough Echo
Macclesfield Express
Manchester Evening News
Merthyr Express
Middlesbrough Herald & Post
Middleton Guardian
Midweek Visitor
Nantwich Chronicle
Newcastle Chronicle
Newcastle Journal
North Wales Weekly News
Nuneaton Weekly Tribune
Oldham Advertiser
Ormskirk Advertiser
Paisley Daily Express
Perthshire Advertiser
Pontypridd / Llantrisant Observer
Rhondda Leader
Rhymney Valley Express
Rochdale Observer
Rossendale Free Press
Runcorn & Widnes Weekly News
Rutherglen Reformer
Sale & Altrincham Advertiser
Salford Advertiser

Sandbach & Middlewich Chronicle
Shepshed Echo
Skelmersdale Advertiser
Solihull News
South Cheshire Chronicle
South Manchester Advertiser
South Manchester Reporter
South Wales Echo
Southport Visiter
Staines Informer
Star Courier (Surrey & Hants)
Stirling Observer
Stockport Express
Stockport Times East & West
Stockton & Billingham Herald & Post
Stokesley Town Crier
Strathearn Herald
Stretford & Urmston Advertiser
Sunday Mercury
Sunday Sun
Surrey Advertiser
Tameside Advertiser
Teesside Gazette
The Wharf
Uxbridge Gazette
Wales On Sunday
West Lothian Courier
Western Mail
Wilmslow Express
Wirral News
Wishaw Press

6.1.2

Digital

www.accringtonobserver.co.uk
www.birminghammail.co.uk
www.birminghampost.co.uk
www.chesterchronicle.co.uk
www.chroniclelive.co.uk
www.coventrytelegraph.net
www.crewechronicle.co.uk
www.dailypost.co.uk
www.dailyrecord.co.uk
www.examiner.co.uk
www.gazettelive.co.uk
www.getbucks.co.uk
www.gethampshire.co.uk
www.getreading.co.uk
www.getsurrey.co.uk
www.getwestlondon.co.uk
www.hinckleytimes.net
www.liverpoolecho.co.uk
www.loughboroughecho.net
www.macclesfield-express.co.uk
www.manchestereveningnews.co.uk
www.mirror.co.uk
www.osadvertiser.co.uk
www.rossendalefreepress.co.uk
www.runcornandwidnesweekly.co.uk
www.solihullnews.net
www.southportvisiter.co.uk
www.thejournal.co.uk
www.usvsth3m.com
www.walesonline.co.uk
www.wharf.co.uk
www.wirralnews.co.uk

6.2 Annex B: List Of Local World Titles/Websites

6.1.1 Print

Ashbourne News Telegraph
Bath Chronicle
Bedfordshire on Sunday
Beverley Advertiser
Black Country Bugle
Blackmore Vale Magazine
Brentwood Gazette
Bristol Observer Group
Bristol Post
Burton Mail
Cambridge Business
Cambridge Magazine
Cambridge News & Crier
Canterbury Times Series
Carmarthen Journal
Cornish Guardian
Cornishman
Cornwall Today
Crawley News
Croydon Advertiser Series
Derby Telegraph
Derbyshire Magazine
Dorking & Leatherhead Advertiser
Dover Express Series
East Grinstead Courier & Observer
Ely Weekly News
Essex Chronicle
Exeter Express & Echo

Folkestone Herald Series
Gloucester Citizen
Gloucestershire Echo
Grantham Target
Great Barr Observer
Grimsby Target Monthly
Grimsby Telegraph
Harlow Star Series
Herts & Essex Observer
Herts & Lea Valley Star
Herts Mercury Series
Hull & East Riding Advertiser Monthly
Hull Daily Mail
Huntingdon/St Ives & St Neots News & Crier
Isle of Thanet Gazette
Journal (CIN)
Journal (Hull)
Journal (Lincolnshire)
Kent & Sussex Courier
Leek Post & Times
Leicester Mail Group
Leicester Mercury
Leicestershire & Rutland Life
Lichfield Mercury Series
Lincolnshire Echo
Llanelli Star Series
Luton & Dunstable on Sunday
Mid Devon Gazette Series
Mid Somerset Group
MK News (oneMK)
North Devon Journal
North Herts Advertiser
North Somerset Mercury

Northampton Herald & Post
Nottingham and Long Eaton Topper
Nottingham Post
Nottinghamshire Today
Nuneaton News
Plymouth Herald
Retford Gainsborough & Worksop Times
Scunthorpe Target Monthly
Scunthorpe Telegraph
Sentinel Advertiser
Sevenoaks Chronicle
Somerset Guardian
Somerset Standard
South Lincs Target Group
South Wales Evening Post
Staffordshire Life Magazine
Staffordshire Newsletter
Stoke The Sentinel
Stour and Avon Magazine
Stroud Life
Surrey Mirror
Sutton Coldfield Observer
Swansea Life
Tamworth Herald Series
Torquay Herald Express
Uttoxeter Advertiser
Walsall Advertiser
Wells / Shepton Mallet Journal
West Briton
Western Daily Press
Western Gazette
Western Morning News
Western Morning News on Sunday

6.1.2 Digital

www.ashbournenewstelegraph.co.uk
www.ashfordherald.co.uk
www.bathchronicle.co.uk
www.bedfordshire-news.co.uk
www.blackcountrybugle.co.uk
www.blackmorevale.co.uk
www.bostontarget.co.uk
www.brentwoodgazette.co.uk
www.bristolpost.co.uk
www.burtonmail.co.uk
www.cambridge-news.co.uk
www.cannockmercury.co.uk
www.canterburytimes.co.uk
www.carmarthenjournal.co.uk
www.centalsomersetgazette.co.uk
www.cheddarvalleygazette.co.uk
www.cleethorpespeople.co.uk
www.cornishguardian.co.uk
www.cornishman.co.uk
www.crawleynews.co.uk
www.croydonadvertiser.co.uk
www.derbytelegraph.co.uk
www.dorkingandleatherheadadvertiser.co.uk
www.dover-express.co.uk
www.eastgrinsteadcourier.co.uk
www.eastlindseytarget.co.uk
www.ely-news.co.uk
www.essexchronicle.co.uk
www.exeterexpressandecho.co.uk
www.folkestoneherald.co.uk

www.gloucestercitizen.co.uk
www.gloucestershireecho.co.uk
www.granthamtarget.co.uk
www.greatbarrobsobserver.co.uk
www.grimsbytelegraph.co.uk
www.harlowstar.co.uk
www.hertfordshiremercury.co.uk
www.hertsandessexobserver.co.uk
www.hulldailymail.co.uk
www.kentandsussexcourier.co.uk
www.leekpostandtimes.co.uk
www.leicestermercury.co.uk
www.lichfieldmercury.co.uk
www.lincolnshireecho.co.uk
www.llanellistar.co.uk
www.lutononsunday.co.uk
www.maidstoneandmedwaynews.co.uk
www.middevongazette.co.uk
www.northamptonheraldandpost.co.uk
www.northdevonjournal.co.uk
www.northsomersetmercury.co.uk
www.nottinghampost.com
www.nuneaton-news.co.uk
www.onemk.co.uk
www.plymouthherald.co.uk
www.quirker.co.uk
www.retfordtimes.co.uk
www.scunthorpetelegraph.co.uk
www.sevenoakschronicle.co.uk
www.sheptonmalletjournal.co.uk
www.sleafordtarget.co.uk
www.somersetguardian.co.uk
www.somersetstandard.co.uk

www.southwales-eveningpost.co.uk
www.southwestbusiness.co.uk
www.staffordshirelife.co.uk
www.staffordshirenewsletter.co.uk
www.stokesentinel.co.uk
www.stroudlife.co.uk
www.surreymirror.co.uk
www.suttoncoldfieldobserver.co.uk
www.tamworthherald.co.uk
www.thanetgazette.co.uk
www.theadvertiserstevenage.co.uk
www.torquayheraldexpress.co.uk
www.uttoxeteradvertiser.co.uk
www.walsalladvertiser.co.uk
www.wellsjournal.co.uk
www.westbriton.co.uk
www.westerndailypress.co.uk
www.westerngazette.co.uk
www.westernmorningnews.co.uk