

CUMBERLAND & WESTMORLAND HERALD IPSO ANNUAL REPORT

Established in 1860, the Herald is an independent weekly broadsheet newspaper covering a large area of East Cumbria, including the towns of Penrith, Appleby, Kirkby Stephen, Keswick and Alston.

The newspaper has been published under a number of different titles including: Penrith Herald, Appleby & Kirkby Stephen Herald, and Mid Cumberland & North Westmorland Herald. Since 1925 it has been published under its present title, Cumberland & Westmorland Herald.

The publishing company is overseen by a board of directors and comprises three main departments, editorial, advertising and production. The managing director is Simon Veitch and the editor Colin Maughan.

As well as the Cumberland & Westmorland Herald it produces the Lake District Herald, which is an edition based on Keswick. Both are printed by Cumbrian Newsprint, Carlisle, on contract.

Comprehensive local news coverage, which includes a high content of reports and pictures of local events, and extensive classified advertising account for the strength of the newspaper and its popularity.

The circulation figure, certified by the Audit Bureau of Circulation, is currently 14,311 copies sold on average every Saturday (ABC 29th December, 2014, to 28th June, 2015). This includes almost 1,000 copies mailed out to subscribers each week.

Editorial standards

The Herald adheres to the Editors' Code of Practice, which, like most newspaper publishers in Britain, it considers to be a sound statement of ethical behaviour for journalists. It strives to ensure that its articles are fair and accurate, and that readers have a right of reply if there is something they do not agree with.

As it is an old-established newspaper that is viewed as a matter of record, its journalists are well aware of how vital accurate reporting is in maintaining the public's trust.

The newspaper has not yet sought guidance from IPSO on the publication of one of its articles, but would do so if it was considered to potentially be in breach of the code of practice.

Complaints handling process

Editorial complaints are accepted in the first instance by letter, telephone or e-mail. Depending on the extent of the complaint, for instance a minor correction or clarification, it can be firstly handled by an experienced journalist or the news editor/deputy editor before being passed on to the editor. Any complaints that have legal implications are immediately lodged with the editor.

A record, either in e-mail format or hard copy, is kept of all complaints received and what action, if any, has been taken.

We accept that complaints should be resolved as quickly as possible and hope this can be achieved in direct negotiation with the complainant, and an apology published where appropriate. Any complaints that have legal implications are dealt with in conjunction with legal advisers from the News Media Association and, if needed, lawyers are engaged.

A column for corrections and clarifications has been introduced, which appears, as and when required, on Page 2. Also on Page 2 in every edition is a statement that the Herald abides by the IPSO code of practice. It also informs readers that if they want to make representations about articles they should write in the first instance to the editor and that, if not satisfied, they can contact IPSO, whose postal address, e-mail address, telephone number and website details are provided.

Training process

The newspaper has run, on a refresher basis, training for its journalists in legal matters and responsibilities, but none in the relevant period. Training will be given as and when it is considered appropriate. Journalists are issued with a copy of the code of practice.

Record on compliance

Within the relevant period, from 8th September, 2014, to 31st December, 2014, there were no complaints against the publisher which have been ruled on by

IPSO's Complaints Committee, and no incidents in relation to which the publisher accepted that it had breached the editors' code, or which otherwise raised significant concerns about compliance with the editors' code.

