

# IPSO Board Meeting

Minutes of the meeting held on Thursday 26 March 2015 14:00

Present: Sir Alan Moses (Chairman)  
Kevin Hand  
Anne Lapping  
Charles McGhee  
Richard Reed  
Charlie Wilson  
Bill Newman  
Dame Clare Tickell  
Rick Hill  
Keith Perch  
Martyn Lewis

Attending: Matt Tee, Chief Executive  
Charlotte Dewar, Director of Operations  
Michelle Kuhler, Assistant, minute taker  
Alistair Henwood, Arbitration Researcher – present for point 10 only

## 1. Apologies

Apologies were received from Ros Altmann.

## 2. Minutes

The Board approved minutes of its meeting of 4 February 2015.

## 3. Matters arising not covered elsewhere on the agenda

Sir Alan Moses informed the Board that declarations of Conflict of Interest would now be an agenda item and recorded for all future Board Meetings, this would be at the beginning of the meeting.

The Board had a discussion on whether in future members should refrain from writing occasional opinion articles for newspapers. The Board agreed that requests to do on a variety of topics were a reflection of the experience and profile of Board members and writing such articles on an occasional basis did not raise any issues.

Mail Group complaints – Issue

At its February meeting, the Board had approved a policy relating to the recording of complaints against DMG Limited print titles and Mail Online. Following further

The Board had a discussion on the issues raised by Peter Osborne's departure from the Telegraph. Several points emerged from the discussion:

A number of Board members felt that these were not new issues, although the economic pressures facing publishers may have exacerbated them recently.

While these were issues of concern, it was difficult to see how rules might be drafted to address them, given that there might be many reasons why a publication did not publish an article about a specific issue.

Some Board members suggested that publications could be more transparent with their readers in publishing more details of their commercial relationships.

Many Board members felt that the public did not know enough about these issues and that IPSO might have a role in publishing a paper that might educate them.

The Chairman summarised the discussion and indicated that it would be helpful to have a further discussion or presentation at a future meeting, based on a paper or presentation that looked at current practice and issues.

#### 7. Complaints measures

The Director of Complaints presented a paper on measurement of IPSO's effectiveness in handling complaints. The approach proposed measurement looks at four objectives as set out in the business plan: Make it as easy as possible to complain; support complainants throughout the process; achieve resolution as quickly as possible; and be seen as fair by both the public and the press. To measure how well IPSO is achieving these it will monitor time taken for each stage of the process; survey complainants and publishers and review samples of complaints files.

The Board supported the proposals in the paper and looked forward to receiving regular reports.

#### 8. Annual reporting: initial proposals

The Director of Operations presented a paper on annual reporting by publishers. The paper proposed that the initial reporting period be September to December 2014 (the annual report for 2014) and thereafter based on the calendar year. The paper also proposed that IPSO conduct a consultation from March to early June on proposals for the content of the annual reports. This would lead to a paper for the June Board meeting.

The Board thanked the Director of Operations for her paper and endorsed her proposals.

#### 9. Financial report

The Chief Executive presented the Finance Report and the most recent management accounts. He reported that IPSO was financially healthy. Funds were being received