

ANNUAL IPSO STATEMENT - NUB NEWS LIMITED

COMPANY OVERVIEW:

Nub News Limited provides online local newspapers that give identities back to neglected small UK towns. Our core principles include offering genuine hyper-local news and ensuring a pleasant and easy read on all devices without using intrusive advertising.

We currently serve the following small towns across the UK:

Ashby-de-la-Zouch (<https://ashby.nub.news>)
Atherstone (<https://atherstone.nub.news>)
Barry (<https://barry.nub.news>)
Bourne (<https://bourne.nub.news>)
Cheddar (<https://cheddar.nub.news>)
Coalville (<https://coalville.nub.news>)
Congleton (<https://congleton.nub.news>)
Cowbridge (<https://cowbridge.nub.news>)
Deepings (<https://deepings.nub.news>)
Exmouth (<https://exmouth.nub.news>)
Falmouth (<https://falmouth.nub.news>)
Felixstowe (<https://felixstowe.nub.news>)
Frome (<https://frome.nub.news>)
Glastonbury (<https://glastonbury.nub.news>)
Grantham (<https://grantham.nub.news>)
Helston (<https://helston.nub.news>)
Honiton (<https://honiton.nub.news>)
Macclesfield (<https://macclesfield.nub.news>)
Midsomer Norton (<https://midsomernorton.nub.news>)
Oakham (<https://oakham.nub.news>)
Penarth (<https://penarth.nub.news>)
Radstock (<https://radstock.nub.news>)
Shepton Mallet (<https://sheptonmallet.nub.news>)
Shotley Peninsula (<https://shotleypeninsula.nub.news>)
Sidmouth (<https://sidmouth.nub.news>)
Stamford (<https://stamford.nub.news>)
Street (<https://street.nub.news>)
Swadlincote (<https://swadlincote.nub.news>)
Teddington (<https://teddington.nub.news>)
Thurrock (<https://thurrock.nub.news>)
Truro (<https://truro.nub.news>)
Wells (<https://wells.nub.news>)

Nub News Limited was incorporated in September 2018. We have fifteen full-time employees at the time of writing.

Our current total online audience of our combined sites is c.500,000 unique users per month.

The company is led by co-founders, Chief Executive Officer Karl Hancock and Chief Technology Officer Dean Waghorn.

Each town site listed above is managed and edited by a professional journalist.

The responsible person is currently CEO Karl Hancock (karl.hancock@nub.news) but we are planning to appoint a National Editor in the near future.

EDITORIAL STANDARDS

Nub News adheres to high editorial standards, with particular emphasis on balance and accuracy.

A right to reply is always offered and independent verification of stories is sought when necessary.

All members of the editorial department are made fully aware of, and are expected to adhere to, the Editors' Code of Practice.

Weekly video conference calls are held every Monday afternoon with all site editors in attendance. These meetings provide a regular opportunity for editorial guidance to be provided and best practice to be shared across the group.

Advice may be sought from IPSO in the event of a complaint not being resolved or if a Nub News site was the subject of a complaint to IPSO.

Any pre-publication guidance received from IPSO would be carefully considered as part of discussions on whether to publish an article.

COMPLAINTS-HANDLING

We prominently display the “*IPSO Regulated*” mark together with the following wording in the footer of every page on all of our edited sites.

“Nub News is a member of the Independent Press Standards Organisation (which regulates the UK’s magazine and newspaper industry). We abide by the Editors’ Code of Practice and are committed to upholding the highest standards of journalism. If you think that we have not met those standards and want to make a complaint, please click here to contact us. If we are unable to resolve your complaint, or if you would like more information about IPSO or the Editors’ Code, contact IPSO on 0300 123 2220 or visit www.ipso.co.uk”

The published version of the above wording includes a link that enables a site visitor to contact the site editor to initiate a complaint. Complaints may also be made by phone call, by post or in person.

An ‘About Us’ link is also included in the footer of every site page which redirects the reader to our corporate web site which prominently displays our company main office postal address and contact telephone number.

Company policy is to deal with all complaints as promptly and professionally as possible.

When editorial staff receive complaints they are immediately reported to the CEO.

The initial response to a complaint is usually from the site editor. They discuss the nature of the complaint with the CEO and a course of action is agreed.

The site editor speaks to complainants when a matter cannot be resolved in the first instance or to confirm an agreed course of action such as to publish a correction or clarification.

Complaints regarding stories published online are acted upon immediately where it is appropriate to do so, such as correcting factual errors. A copy of the original story in question is taken before changes are made. If a complaint requires further investigation there is the option, in consultation with the site editor, of removing it from publication pending completion of that process.

The site editor retains correspondence relating to more serious complaints.

Nub News seeks to reach agreement with complainants through dialogue.

TRAINING

We generally only employ NCTJ trained journalists. In rare instances we may employ journalists who are not yet fully NCTJ qualified and will pay for them to be trained to the necessary level.

Additional ad hoc training is provided when identified as key to the company's current objectives. This training is usually provided via webinars and/or conference calls, using outside consultants/subject matter experts. Sometimes it is necessary for employees to attend courses in person. A recent example includes one provided by City University.

We are also exploring further incremental training opportunities for our editors at the time of writing.

RECORD ON COMPLIANCE

There were no complaints against Nub News that were ruled on by IPSO's complaints committee during the period covered by this annual statement. Furthermore, there were no complaints regarding breaches of the Editors' Code of Practice that raised serious concerns over the same period.

We received just a single complaint during the period of this annual statement, published by Falmouth Nub News on 5th March 2020, headlined "Falmouth Mayor and Marine Band lead St Piran's Day celebrations".

The nature of the complaint was that the article in question allegedly breached Clause 1 (Accuracy) because it did not mention that the music for parading and dancing was led by Falmouth school.

IPSO executive staff duly reviewed the complaint but they decided that it did not raise a possible breach of the Editors' Code because the wording of the article did not make it inaccurate or misleading and the "complaint on this point did not raise any possible breach of Clause 1." There was no subsequent request from the complainant for the decision to be reviewed.