

Independent

Fair

Transparent

Bold

Accessible



ipso.

Annual Report  
2020

The Independent Press Standards Organisation

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A teal circle containing the text 'ipso.' is positioned to the left of a white banner with a black border and a right-pointing arrowhead. The word 'Vision' is centered within the banner.

A trusted, thriving, free and responsible press, reinforced by independent, effective regulation.

A teal circle containing the text 'ipso.' is positioned to the left of a white banner with a black border and a right-pointing arrowhead. The word 'Mission' is centered within the banner.

- 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.

A teal circle containing the text 'ipso.' is positioned to the left of a white banner with a black border and a right-pointing arrowhead. The word 'Values' is centered within the banner.

- **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 Chair.



Lord Edward Faulks QC  
Chairman of IPSO

2020 was my inaugural year as Chairman. It was also the year in which the world was buffeted by the forces of a global pandemic. Covid-19 impacted IPSO and its regulated publishers, as it did almost every organisation. But it also demonstrated the importance of regulated, accountable news amongst a sea of disinformation.

The press has played a vital role during the pandemic, informing the public of critical public health information and scrutinising the response to this unprecedented global crisis. But the economic challenges posed and accelerated by Covid-19 are worrying for news publishers, particularly local and regional titles. I believe that choosing to be independently regulated is one of the ways the press can set itself apart from other content as it begins to rebuild.

As the independent regulator of most newspapers and magazines in the UK, IPSO has continued to hold its regulated publishers accountable for their editorial standards, using the benchmark of the Editors' Code, and has protected the public by providing redress where standards have been breached. IPSO's role is to protect the public, but it is also acutely aware of the balance that must be struck between this and freedom of expression.

With the challenges of the past year beginning to recede, IPSO looks to the future. Online safety and the need to reduce harms in the digital world will continue to be key issues. IPSO already regulates the online content of the majority of newspapers and magazines in the UK, and user-generated comments and other material over which newspapers have editorial discretion are subject to the rules of the Editors' Code of Practice.

Covid-19 has underlined the importance of a free press and its role examining, investigating and informing the public. Whatever may come, IPSO will continue to be a source of accountability, independence and fair regulation.

# From the Chief Executive.



Charlotte Dewar  
Chief Executive of IPSO

2020 was the year that Covid-19 hit the UK, leading to dramatic changes in the way that we work and creating new demands on IPSO and on regulated publishers and posing significant operational and regulatory challenges. The story was huge, affecting every household in the country, and it generated unprecedented volumes of coverage. It required IPSO to apply the principles embodied in the Editors' Code to a new set of unfamiliar concepts and terms.

It was also a busy year away from Covid. We had had the largest annual total of complaints ever, over 30,000. The large majority were unconnected to the pandemic and related to a range of other issues, including coverage of the Stonehaven train derailment, Black Lives Matter, and domestic abuse. Every complaint IPSO received was individually assessed to ascertain whether it raised a potential breach of the Editors' Code of Practice and fell within IPSO's remit.

IPSO continued to operate its 24-hour emergency helpline for concerns about privacy and potential press intrusion. In light of the stresses created by the pandemic on healthcare services, we proactively contacted NHS trusts and hospital communications teams to advise them about this service. Where appropriate, we sent privacy notices to communicate specific requests such as not to contact individuals or to make editors aware of other concerns.

IPSO's standards-raising work continued. We concluded long-running and significant projects: producing guidance on the reporting of Muslims and Islam and publishing research to track how editorial standards are changing around the reporting of transgender matters. We took advantage of the sudden widespread availability of videoconferencing to run training sessions for journalists around the country.

There is no doubt that Covid-19 will continue to present challenges for press regulation. Its long-term impact on the industry IPSO regulates are as yet unknown, but it has shown the societal value of regulated, accountable news. IPSO's independent regulation will continue to ensure high editorial standards and the public's right to know.

# Responding to Covid-19.

Regulated, accountable journalism more important than ever



The press has played an important role during the Covid-19 pandemic, making sure the public was informed of critical public health information and scrutinising the response to this unprecedented global health crisis.

As the independent regulator of most newspapers and magazines in the UK, IPSO holds regulated publishers accountable for the information they carry. This was especially important during Covid-19, when accurate reporting was vital to keeping the public well-informed.

IPSO's role was to uphold and enforce the high professional standards set by the Editors' Code of Practice: by investigating complaints about possible breaches of the Code, ensuring the privacy of individuals is protected and by supporting regulated publishers' compliance with the high standards set out by the Code.

## Regulated, accountable news

All IPSO-regulated publications, in print and online, must follow the Editors' Code and are accountable to IPSO as their independent regulator.

## Transparent action on Covid complaints

IPSO continued to take complaints about editorial material and journalistic behaviour which potentially breached the Editors' Code. All rulings and resolution statements are published, so it is clear what action has been taken and why.

## Supporting journalistic standards

IPSO's blog examined reporting issues which came to the fore during the pandemic in greater depth. IPSO ensured editors and journalists received timely information to apply to their reporting by publishing covid case studies specifically examining reporting on this vital subject.

## Help with potential press intrusion

IPSO continued to operate its 24-hour helpline for concerns about potential press intrusion. We sent privacy notices to communicate specific requests such as not to contact individuals or make editors aware of other concerns. We also proactively contacted organisations about this service.

## Advice

We continued to offer guidance for editors and journalists and pre-publication services advising on specific situations to journalists working at regulated publishers.

# New guidance on reporting Muslims and Islam.

## Supporting editors and journalists to comply with the Editors' Code

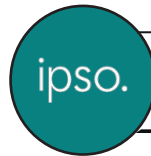
Part of IPSO's regulatory role is to promote and uphold high standards in journalism. One of the ways we do this is by producing comprehensive guidance for editors and journalists.

IPSO guidance pulls together in one place information about how the Code applies to a particular issue. There are currently eight pieces of guidance covering topics such as the reporting of suicide, deaths and inquests, social media, reporting of sexual offences and major incidents.

In 2020, we published guidance on the reporting of Muslims and Islam, following extensive engagement with community organisations, academic experts, journalists and editors.

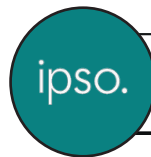
The information explains how key clauses including Clause 1 (Accuracy) and Clause 12 (Discrimination) apply to reporting in this area. It outlines key questions for journalists to consider and includes relevant case studies from IPSO rulings.

The guidance makes clear that there is a significant public interest in reporting of religion and highlights the important role journalists play in enhancing understanding of all faiths. It also recognises the right of the press to scrutinise and debate.



Fiyaz Mughal, Founder  
Faith Matters

"I welcome this guidance document, which is an excellent balance after much deliberation and engagement by IPSO, its regulated publishers and diverse community activists and organisations where there is not always pluralism of thought or opinion."



Gary Jones, Editor in Chief  
Daily and Sunday Express

"With fake news in abundance, accuracy is undoubtedly the key to preserving the integrity, reputation and future of the mainstream press. This voluntary advice which has been extensively debated isn't about censorship or control but providing information useful in terms of accuracy and the avoidance of prejudicial language. A free press has the right to challenge, offend and shock. That's an inalienable right in a democracy. Though with that freedom comes responsibilities. In my lifetime reporting on race, colour, religion, sexual orientation and disability has changed dramatically, positively and for the betterment of society. This guidance lays out the standards. I, for one, am comfortable for those standards to be set."

# Research on reporting of transgender issues.

## Improving understanding of ways to raise editorial standards

Some of the most contentious and sensitive issues handled by IPSO relate to the reporting of transgender matters. Coverage generates wide debate, raising complex questions around balancing the public interest in reporting freely on important societal issues with the potential impact on vulnerable individuals.

In 2020 IPSO published analysis on the reporting of transgender issues. Undertaken by researchers at Mediatique, IPSO sought to bolster the evidence base analysing reporting in this area. The researchers undertook a quantitative analysis of over 12,000 articles in selected national and regional newspapers and magazines; investigated 11 case studies to identify issues which potentially aligned with the Editors' Code and carried out 43 in-depth interviews with editors, publishers, journalists, and groups and individuals interested in reporting in this area from all perspectives.

One of the aims of the research was to identify the drivers of change for improving editorial standards and to offer insights on the most effective ways to impact reporting in specific subject areas. The research identified several factors which potentially impacted editorial standards, including notable news events surrounding transitioning celebrities; changing societal attitudes as public understanding of the matter improves; the work of groups and organisations, particularly when it

brought together those with experience of the issues with those who didn't have lived experience. In some cases guidelines like those produced by IPSO were useful both in terms of demonstrating how the Code should apply to reporting and as a benchmark for interested organisations seeking to engage with the press.

### Key research findings

- 400% increase in coverage of transgender matters over the past five years.
- Changes in the way subjects and topics are addressed as public understanding develops.
- A measurable evolution in terminology.
- Varying perceptions on broader editorial standards indicative of the complexities of reporting on these issues.
- Some interview participants reported increased hostility towards transgender individuals as issues are discussed and debated.
- Some interview participants identified concerns about potential infringement of free expression and challenges writing on the topic in a way that was accessible to a broad audience.

# The IPSO Mark.

## Helping the public to identify regulated, accountable news

Each publisher regulated by IPSO - whether in print or online - has committed to upholding the highest professional standards of accuracy and accountability established by the Editors' Code of Practice. The IPSO Mark is a visual symbol of that accountability. The Mark indicates that content is produced to the high standards required by the Editors' Code and that the publisher has made themselves accountable by submitting to the rulings of an independent regulator.

The IPSO Mark is raising awareness of the methods available to seek redress from the regulated press when journalists do get things wrong, and increasing recognition of IPSO as the body news readers can go to if they have any concerns about potential media intrusion.

# Editors' Code updated to include mental health.

## Change underlines privacy protections for people with mental health issues

The Editors' Code is a living document which is reviewed and revised by the Editors' Code of Practice Committee. The Committee launched a public review of the Code in 2020, seeking input from the public on how the Code might be revised and updated.

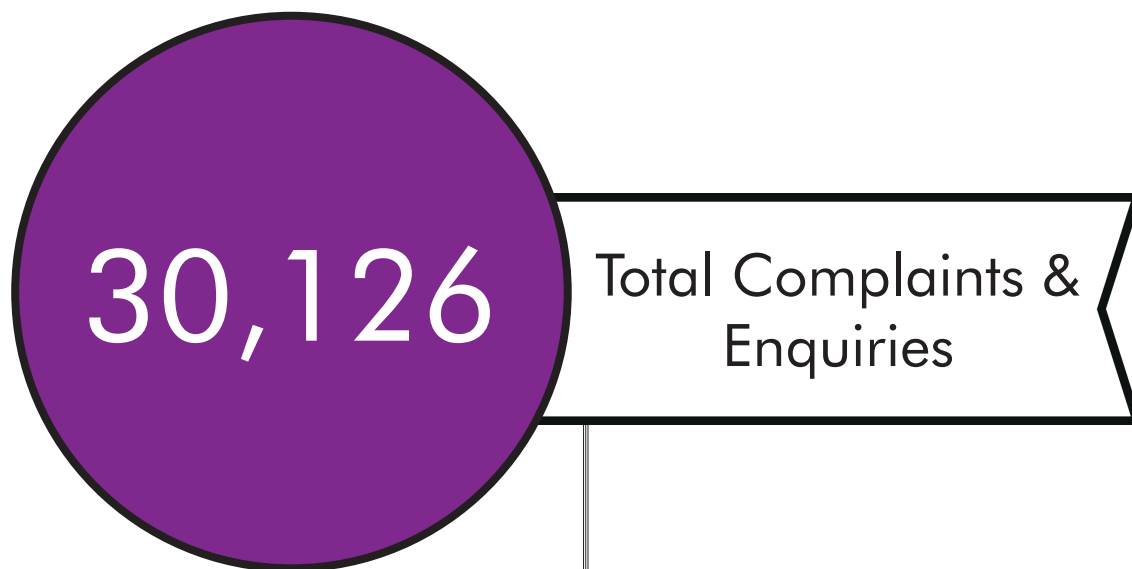
Following the review, Clause 2 (Privacy) was revised to explicitly include 'mental health' as a category protected by 'health' under this clause. Mental health was already covered implicitly in the clause, but the amendment makes this explicit and is a timely reminder of the changing attitudes in society and will improve understanding of the protection that the privacy clause provides for individuals.

This version of the Code took effect on 1 January 2021.



# Complaints statistics.

A summary of complaints handled in 2020



COMPLAINTS INVESTIGATED	
<b>496</b>	<i>Investigated. Of these:</i>
<b>204</b>	Complaints resolved between publisher and complainant
<b>95</b>	Complaints not upheld
<b>77</b>	Complaints upheld
<b>66</b>	Complaints resolved with IPSO mediation
<b>54</b>	Not pursued during IPSO investigation

COMPLAINTS NOT RAISING A POSSIBLE BREACH	
<b>29,377</b>	<i>Not in remit/no possible breach:</i>
<b>24,270</b>	Did not raise any breach
<b>1,540</b>	Miscellaneous enquiries
<b>1,517</b>	Not pursued by complainant
<b>1,187</b>	Third party complainants
<b>300</b>	Publication not a member of IPSO
<b>207</b>	Complaint not made in time
<b>180</b>	Global jurisdiction
<b>105</b>	Taste
<b>67</b>	Unmoderated reader comments
<b>4</b>	Ongoing legal proceedings

OTHER ACTIONS	
<b>175</b>	Advice which did not lead to formal complaint
<b>48</b>	Privacy notices issued
<b>23</b>	Proactive approaches
<b>7</b>	Ongoing

Full breakdown of complaints by publisher found on pages 19-20.

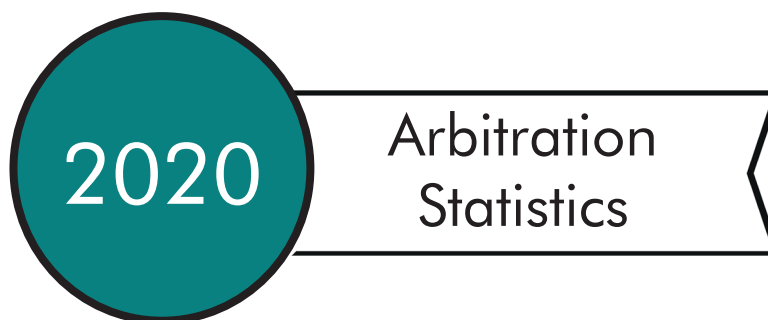
# Compulsory arbitration.

## IPSO scheme for resolving legal complaints against the press

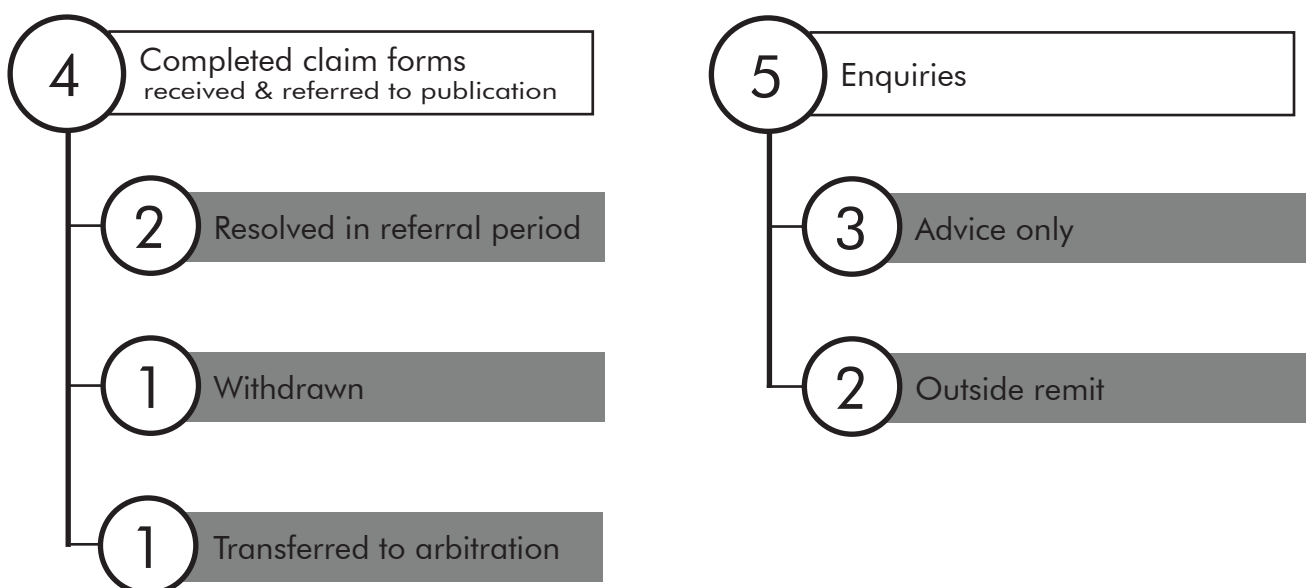
Arbitration is a process in which two parties resolve legal disputes without going to court. People who feel they have been wronged by a newspaper can use the arbitration scheme to lay claims against a newspaper efficiently, effectively and cheaply.

IPSO began a voluntary arbitration scheme in 2016. In 2018, IPSO made arbitration compulsory for 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. The compulsory scheme has now been operational for two years.

IPSO will continue to promote the uptake of the arbitration service and communicate the advantages of this efficient and cost-effective means of taking legal complaints against the press.



A graphic featuring a teal circle with the year '2020' inside, connected by a horizontal line to a white banner with a black border containing the text 'Arbitration Statistics'.



# Editorial standards monitoring.

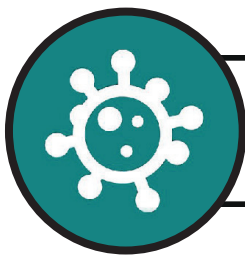
IPSO has a broad commitment to press standards beyond complaints handling. Led by IPSO's standards function, we use knowledge and data from daily work with complaints, wide monitoring of the media landscape and engagement with groups interested in coverage of particular issues to track patterns and identify areas of potential concern to provide targeted interventions to raise press standards. The table below summarises some areas in which IPSO took action in 2020.

Theme	Issues arising	Targeted action
Reporting on the Covid-19 pandemic	<p>Publication of inaccurate information about origin of coronavirus cases.</p> <p>Inaccurate reports of people not socially distancing.</p> <p>Publication of inaccuracies about compliance with travel restrictions.</p> <p>Complaints concerned about an individual's privacy after being identified as potentially responsible for an outbreak of coronavirus.</p>	<p>Covid report commissioned to examine response to pandemic.</p> <p>Case studies of all IPSO's rulings and resolutions in relation to the reporting of coronavirus published on the IPSO website, social media channels and disseminated via newsletter.</p>
Court reporting	<p>Publication of information heard in court that raised potential breach of the Editors' Code.</p> <p>Publication of information conflating private prosecution with public prosecution by the state.</p>	<p>Producing IPSO guidance for editors and journalists on the subject of court reporting.</p>
Intrusion into grief	<p>Publication of video footage of fatal incidents.</p> <p>Publication of pictures and information which potentially intruded into individuals' grief or shock. 15,000 third-party complaints about a front-page article after the Stonehaven train crash.</p>	<p>Reporting deaths is included in training for journalists.</p> <p>Updating information for the public on what to expect from the reporting of deaths and inquests.</p>
Confidential sources	<p>Publication of a person's identity who had been promised anonymity by a journalist.</p> <p>Breach of someone's identity to their employer after they contacted a newspaper and requested anonymity.</p>	<p>Complaints of this nature are monitored closely to look for evidence of a concerning pattern.</p>

# Covid Case Studies.

## IPSO rulings relating to the reporting of the pandemic

One of the challenges raised by reporting on coronavirus concerned how to report on new and emerging situations. In order to support editors and journalists to comply with the Editors' Code, we published all rulings related to Covid as case studies so it is clear what action has been taken and why. We also include considerations about how the Code is applied to these issues and highlight key points to support journalists and editors to comply with the standards of the Code.



### Tarman v mirror.co.uk outcome: upheld

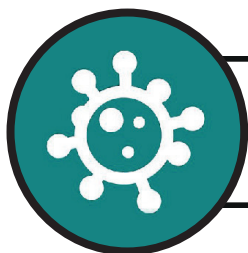
Glen Tarman complained that mirror.co.uk breached Clause 1 (Accuracy) in an article about cyclists allegedly ignoring lockdown rules. The article was accompanied by a photograph of six cyclists stopped at a junction.

The complainant, one of the cyclists pictured, said that the article and image were misleading. He said that he had been cycling for exercise with one other member of his household, as permitted by government guidelines at the time. He said that he did not know or engage with any of the other cyclists pictured and always maintained a two-metre distance from them. He said that the angle of the photo gave a distorted impression of the distance between him and the other cyclists.

The publication did not accept it had breached the Code. It maintained that the photo did not distort the position of the cyclists and provided photographs taken by the photographer in the same series which it said demonstrated the same. It said that the distance kept between the cyclists in the disputed image was not in line with the government's guidelines at the time of publication.

The Complaints Committee found that the suggestion that the complainant was ignoring lockdown rules was significant, given that he was clearly identifiable. Just because he was shown cycling in proximity to others, when guidelines at the time did not allow people to meet members of a different household, did not mean he was breaking or ignoring the rules. The complaint was upheld and standalone correction ordered in addition to amending the online article.

# Covid Case Studies.

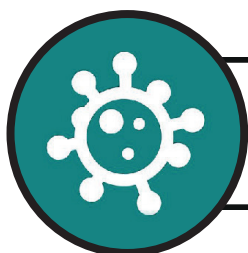


## Various v. Daily Express outcome: not upheld

IPSO received 22 complaints that a photograph on the front page of the Daily Express was inaccurate. The image, of large crowds on Brighton promenade, accompanied an article about warnings for breaking social distancing rules. Complainants said the photo had been taken in the summer of 2019, not 2020, evidenced by the fact that some cranes appearing in the picture had since been removed.

The Express denied the image was inaccurate. It provided the metadata for the picture, which showed it had been taken a day before publication. The publication also provided a Twitter post by a member of the public in which they apologised for initially alleging that the article was inaccurate. This person had since stood from where the photograph was taken from and confirmed that the same cranes that had appeared in the photo were present.

IPSO's Complaints Committee did not uphold the complaints as metadata provided by the publication demonstrated that the photo was contemporaneous and therefore not misleading.



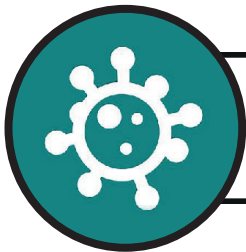
## Ackroyd v Lytham St Annes Express outcome: resolved

Peter Ackroyd complained that a reader-submitted letter which described two major vaccines as "experimental" and "rushed", was inaccurate, as the safety and efficacy phase trials were complete at the time of publication.

The publication did not accept a breach of the Code. It said that readers' letters are clearly marked and that the page acts as a forum for readers' opinions. It said it did not wish to censor the opinions of readers, but offered the complainant the opportunity to write a rebuttal letter.

During IPSO's investigation, the publication offered to print a substantial correction, making clear the extensive testing and safety processes each vaccine had been through and the thorough review conducted by the Medicines and Healthcare Products Regulatory Agency. The complainant was satisfied with this outcome. As the complaint was resolved IPSO's Complaints Committee did not rule on whether the Editors' Code was breached.

# Covid Case Studies.



## Portes v Metro outcome: upheld, adjudication

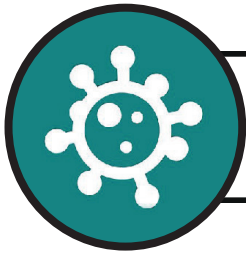
Jonathan Portes complained that Metro breached Clause 1 (Accuracy) in an article headlined “DEATH TOLLS SOAR ... NOT FROM COVID”. He said the headline and standfirst gave the misleading impression that non-Covid deaths from a variety of diseases had risen very sharply, when the figures on which the article was based did not show extra deaths from these causes. He said the statistics cited related only to deaths at home and the article failed to mention that deaths in other settings, such as hospitals, had fallen. He also said that the claim that deaths were “up 26,000 on the same period last year” was inaccurate. The increase cited was against the five-year average, not figures from the preceding year.

The publication did not accept that the article breached the Editors’ Code. It said the headline was supported and clarified by the text of the article, which made clear that the headline referred to deaths “at home”, rather than overall deaths. It said this was further supported by the comments included in the article. The publication accepted that the data published by the ONS showed that deaths at home were up 26,000 against the five-year average. It offered to publish a correction in its page 2 corrections and clarifications column, which the complainant said was inadequate as it did not address the main point of his complaint and was insufficiently prominent.

IPSO’s Complaints Committee noted that in the context of the Covid-19 pandemic, accurate reporting and presentation of statistics is vital to keeping the public well informed. Whilst the front-page article included the phrase “deaths at home”, it was not until the continuation on page 6 that the article made reference to the displacement of deaths from hospital settings to home by quoting a statistician. In such circumstances, the figures were presented gave the impression that there had been an increase in overall deaths. As such, the Committee considered that the newspaper had failed to take care not to publish misleading information.

The Committee found that the article incorrectly reported home deaths as being up 26,000 “on the same period last year”. In fact, the newspaper accepting that this was based on the five-year average. This represented a further failure to take care not to publish inaccurate information which required correction. Though the newspaper had promptly offered to publish a partial correction, the proposed wording focused solely on the statistical error and did not acknowledge the significantly misleading impression given by the headline and the article as a whole, or adequately correct it. The Committee therefore found a further breach of Clause 1.

# Covid Case Studies.



A woman v blackpoolgazette.co.uk  
outcome: upheld, adjudication

A woman complained that blackpoolgazette.co.uk breached Clause 2 (Privacy) of the Editors' Code in an article which reported on a primary school class that was told to self-isolate following a positive test for Covid-19 by a staff member. The complainant said that the article breached her privacy because although she was not named in the article, she was identifiable as the staff member who had tested positive. The result of her test had not been common knowledge within the school community, and she said the newspaper's decision to refer to her as "a staff member in a Year One class" made her identifiable to those within the school community and beyond.

The newspaper did not accept that it had breached the Code. While it accepted that the article could identify the complainant to members of the school's community, it said that it was known within the community prior to the publication of the article that the complainant had received a positive test result. The newspaper did not accept that the complainant could be identified by those beyond the local community and said that there was a public interest in communicating the information to minimise the risk of wider infection.

In deciding whether the woman's privacy had been breached, IPSO's Complaints Committee had to consider whether the complainant was identifiable from the information contained in the article, whether the complainant had a reasonable expectation of privacy in respect of her diagnosis, and whether, if the complainant did have a reasonable expectation of privacy, the publication of the information be justified in the public interest.

The Committee found that the article included sufficient information to identify the complainant as the recipient of the positive test result. Whether an individual has contracted Covid-19 is clearly a matter relating to their health, and therefore was information about which the complainant had a reasonable expectation of privacy. The publication was entitled to make its assessment about what information was in the public interest, but in the view of the Committee, there was insufficient justification that the public interest outweighed the intrusion into the complainant's privacy. The complaint was upheld and an online adjudication ordered.

# IPSO Board.

Providing strategic vision and oversight, with a lay majority and no serving editors.



**Lord Edward Faulks**  
Chairman of the Board

Lord Faulks has a long career as 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. He was appointed to the House of Lords in 2010 and served as Justice Minister from 2013-2016. He now sits as an unaffiliated peer.



**Ruth Sawtell**  
Deputy Chair of the Board

Ruth Sawtell is a member of the Advertising Advisory Committee at the advertising regulator, the Advertising Standards Authority. Ruth has previously been a Board member at the Parliamentary and Health Service Ombudsman, the Phone-paid Services Authority, the Advertising Standards Authority, the Nursing and Midwifery Council and Hertfordshire Partnership University NHS Foundation Trust.



**Matthew Lohn**  
Board Member

Matthew Lohn is a senior partner at the Fieldfisher law firm. He specialises in public and regulatory law with particular experience advising on compliance and discipline issues. He was formerly a member of IPSO's Complaints Committee and sits on the Determinations Panel of the Pensions Regulator.



**Lara Fielden**  
Board Member

Lara Fielden has professional and academic expertise in media regulation. She was a broadcasting regulator with Ofcom and a Visiting Fellow at Oxford University's Reuters Institute. She is a lay board member of the Bar Standards Board and of the General Medical Council, and was previously a member of IPSO's Complaints Committee. Lara joined the Board in September 2020.



**Brendan McGinty**  
Board Member

Brendan McGinty was Editor of the Sunday Mail newspaper until January 2020 and now runs his own Glasgow-based consultancy, Finnieston Communications. His 25-year career in journalism included roles at the Dundee Courier, Edinburgh Evening News and Sunday Mirror.



**Edward Gray**  
Board Member

Eddie Gray spent forty years in the Pharmaceutical and Biotechnology sector, including at GlaxoSmithKline as President of the European Pharmaceutical Business and as CEO of Dynavax Technologies, a California biotechnology company. He was a Board member of Opportunity Now and a member of the Women's Business Council, initiatives supporting furthering the contribution of women to business and economic growth.



# IPSO Board.



Ian MacGregor

Board Member

Ian MacGregor is Editor Emeritus of The Telegraph and Chair of the Society of Editors. He previously worked for the Southern Evening Echo, South West News Service, the Press Association, Daily Express and Daily Mail. He was launch editor of the Metro newspapers, editor of the Scottish Daily Mail, and deputy editor of the Evening Standard. He was deputy editor of the Daily Telegraph, weekend editor of The Telegraph and editor of the Sunday Telegraph.



Mehmuda Mian

Board Member

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.



Martin Trepte

Board Member

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. Martin is the Chair of the IPSO Journalists' Panel.



Claire Singers

Board Member

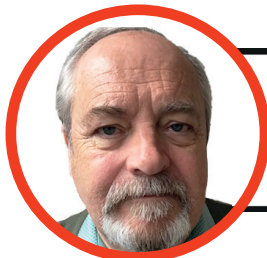
Claire Singers is an executive coach and diversity consultant. She has over 30 years of experience as a public relations consultant and was Managing Director and joint owner of LD Communications, one of the UK's leading entertainment PR agencies. Claire has worked with many of the biggest music artists in the world, as well as being involved in high profile events such as Live 8 and Live Earth.



Barry McIlheney

Board Member

Barry McIlheney was CEO of the PPA, the industry body for all UK magazine media, for ten years. He is the former Editor and Publisher of iconic brands Smash Hits, Q, Empire, Elle, and The Face. In 2018 he was awarded the Lifetime Achievement Award by the magazine industry in his native Ireland.



Charles Garside

Board Member

Charles Garside is a trustee of the Journalists Charity and on the Board of the Society of Editors. A journalist for over fifty years, he was Editor in Chief at The European and news edited both the London Evening News and the Evening Standard. At various times he held roles at The Sun, Times, Daily Mirror, and Sunday Express, and concluded with a 14-year stint as first Managing Editor and then Assistant Editor of the Daily Mail.

Richard Hill MBE, Anne Lapping CBE, Charles Wilson and Charles McGhee all came to the end of their terms on the IPSO Board in 2020.

# Complaints Committee.

Twelve members with a lay majority rule on complaints under the Editors' Code of Practice



**Lord Edward Faulks**  
Chairman of the Committee

As Chairman of IPSO, Lord Faulks chairs meetings of the IPSO Complaints Committee, judging complaints relating to potential breaches of the Editors' Code of Practice and deciding on what publishers should do if the Code has been breached. Lord Faulks is joined by a mix of industry and non-industry members with a lay majority.



**Richard Best**  
Deputy Chair 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. Richard left IPSO in November 2020.



**Andrew Pettie**  
Deputy Chair of the Committee

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. Andrew was appointed the Deputy Chairmanship in November 2020.



**Helyn Mensah**  
Committee Member

Helyn Mensah is a barrister specialising in intellectual property law at 33 Bedford Row chambers. She has experience in a broad range of intellectual property matters and has advised a number of well-known domestic and international clients. In addition to her practice, Helyn 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.



**David Hutton**  
Committee Member

David Hutton spent 22 years as a senior leader in secondary schools, initially as Deputy Head and then as Head. He represented fellow 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. He is also a qualified Ofsted Inspector.



**Andy Brennan QPM**  
Committee Member

Andy Brennan was a Deputy Director in the National Crime Agency and prior to this, a senior police officer in the West Yorkshire Police where he held positions as the Head of the Homicide and Major Enquiry Teams and Head of Professional Standards and Counter Corruption Unit. He was awarded the Queens Police Medal for services to policing and the public in 2012.

# Complaints Committee.



**Nazir Afzal OBE**  
Committee Member

Nazir Afzal was Chief Crown Prosecutor for the North West of England and has prosecuted some of the UK's most high profile cases, including child sex abuse in Rochdale. More recently, he has worked as an international expert on extremism and radicalisation and is Independent Chair of Catholic Safeguarding Agency & Chair of Hopwood Hall college. Nazir was awarded an OBE for his work with the CPS and involvement with local communities.



**Janette Harkess**  
Committee Member

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



**Mark Payton**  
Committee Member

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**  
Committee Member

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.



**Peter Wright**  
Committee Member

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.



**Asmita Naik**  
Committee Member

Asmita Naik is an independent consultant on international development and human rights following a career at the United Nations in Geneva in the 1990s. She serves as a magistrate and on various professional regulatory bodies. She co-authored a 2002 landmark report which put the issue of sexual exploitation by aid workers on the global agenda and has been involved in measures to strengthen oversight of the aid sector since then.

# Complaints statistics.

## Outcomes of investigated complaints by regulated publisher

Publisher	Upheld			Not Upheld - after investigation	Resolved - IPSO medi- ation
	Breach - sanction: publication of adjudication	Breach - sanction: publication of correction	Breach - sanction: action as offered by publication		
ACT Publishing Ltd	0	0	0	0	0
AD Sales Ltd	0	0	0	0	0
Archant	0	0	0	1	0
Argyll Media	0	0	0	0	0
Associated Newspapers Limited	1	1	5	10	16
Bauer Consumer Media Limited	0	0	0	0	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
Candide	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
Conde Nast International	0	0	0	0	0
Conde Nast Publications Ltd	0	0	0	0	0
Cumberland & Westmorland Herald Ltd	0	0	0	0	0
DC Thomson Group	0	0	0	1	0
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	0	0
George Boyden & Son Limited	0	0	0	0	0
Guernsey Press Company	0	0	0	1	0
Guiton Publishing	0	0	0	0	0
H. Bauer Publishing	0	0	1	0	0
Haymarket Media Group	0	0	0	0	0
Heads (Congleton) Ltd	0	0	0	0	0
Hearst UK Ltd	0	0	0	0	0
Hello Limited	0	0	0	0	0
Highland News and Media Limited	0	0	0	0	1
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	1	1	2	1
Immediate Media Company Limited	0	0	0	0	0
Independent News & Media	0	1	0	3	1
JPI Media	3	2	0	1	5
Landor LINKS Ltd	0	0	0	0	0
Lit	0	0	0	0	0

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
Miles-Bramwell Executive Services Ltd	0	0	0	0	0
MNA	0	0	0	0	0
Motherdom	0	0	0	0	0
Nation.Cymru	0	0	0	0	0
Newbury News and Media Limited	0	0	0	0	0
News UK	2	4	8	15	14
Newsquest Media Group	3	0	2	15	6
Nub News Ltd	1	0	0	0	0
Oldham Evening Chronicle	0	0	0	0	0
Orange Fox Media Ltd	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
Quest Media Network	0	0	0	0	0
Reach Plc	5	15	11	30	13
Recycler Publishing & Events Ltd	0	0	0	0	0
Regional Media Ltd	0	0	0	0	0
Rochdale Online Ltd					
Rural Media	0	0	0	0	0
Southwark Newspaper Limited	0	0	0	0	0
Sunday World	0	0	0	0	0
Sussex Living Ltd	0	0	0	0	0
Telegraph Media Group Ltd	0	3	0	7	5
TES Global	0	0	0	0	0
The Barnsley Chronicle Limited	0	0	0	1	0
The Hawick Paper Ltd	0	0	0	0	0
The Irish News	0	0	0	0	0
The Jewish Chronicle	1	3	1	3	2
The Lady Limited	0	0	0	0	0
The National Magazine Company Limited (Hearst Magazine UK)	0	0	0	0	0
The Spectator	0	1	0	5	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
Tindle Newspapers Limited	0	0	1	0	2
Updates Media Limited	0	0	0	0	0
Veterinary Business Development Ltd	0	0	0	0	0
Vivat Direct Ltd	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
WI Enterprises Ltd	0	0	0	0	0
Wyvex Media Limited	0	0	0	0	0

# Financials.

## IPSO's income and accounts for the year 2020

Independent Press Standards Organisation C.I.C.		2020	2019
<b>Turnover</b>	£	<b>2,318,274</b>	<b>2,574,800</b>
Administrative expenses	£	(2,159,906)	(2,527,113)
Other operating income	£	-	5,000
<b>Operating profit/(loss)</b>	£	<b>158,368</b>	<b>52,687</b>
Loss on the disposal of tangible fixed assets	£	-	-
Interest receivable	£	296	654
Profit/(loss) before taxation	£	158,664	53,341
Tax on profit/(loss)	£	(32,063)	(13,150)
<b>Profit/(loss) for the financial year</b>	£	<b>126,601</b>	<b>40,191</b>
<b>Fixed assets</b>			
Intangible assets	£	14,568	30,934
Tangible assets	£	83,862	109,231
	£	<b>98,430</b>	<b>140,165</b>
<b>Current assets</b>			
Debtors	£	139,916	107,264
Cash at bank and in hand	£	463,120	281,195
	£	<b>603,036</b>	<b>388,459</b>
Creditors: amounts falling due within one year	£	(367,408)	(226,967)
<b>Net current assets</b>	£	<b>235,628</b>	<b>161,492</b>
<b>Total assets less current liabilities</b>	£	<b>334,058</b>	<b>301,657</b>
Creditors: amounts falling due after more than one year	£	(106,000)	(206,000)
<b>Provisions for liabilities</b>	£	<b>(41,146)</b>	<b>(35,346)</b>
<b>Net assets</b>	£	<b>186,912</b>	<b>60,311</b>
Total retained earnings brought forward	£	60,311	20,120
Total income	£	126,601	40,191
<b>Total equity</b>	£	<b>186,912</b>	<b>60,311</b>

## Get in touch.

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