

ASSOCIATED NEWSPAPERS

**Annual statement to the Independent
Press Standards Organisation 2021**

1. Factual information

1.1 Overview

A division of Daily Mail and General Trust, Associated Newspapers is one of the largest publishers of national newspapers and news websites in the UK. Its titles including the Daily Mail, Mail on Sunday, MailOnline, Metro, Metro.co.uk, the i and inews

The company also publishes the Irish Daily Mail, Irish Mail on Sunday and evoke.ie website in the Irish Republic. MailOnline is a global news website with independent editorial operations in the USA and Australia.

1.2 List of Titles

The Associated Newspapers titles regulated by IPSO are:

- Daily Mail (*Circulation area England, Wales and Northern Ireland. **Average circulation including Scotland and Ireland December 2021: 902,000***)
- The Mail on Sunday (*Circulation area England, Wales and Northern Ireland. **Average circulation including Scotland and Ireland December 2021: 788,00***)
- Scottish Daily Mail (*Circulation area Scotland. **Average circulation December 2021: 55,600***)
- The Scottish Mail on Sunday (*Circulation area Scotland. **Average circulation December 2021 49,300***)
- Metro (*Distribution in major cities and suburban areas in England, Scotland and Wales. **Average circulation December 2021: 1,026,600***)
- MailOnline (all content relating to news events in the UK) (***Global audience. Global monthly unique visitors December 2021: 184.7m***)
- Metro.co.uk (***Global audience. Global monthly unique visitors December 2021: 46.3m***)
- The i (*Circulation area England, Scotland, Wales and Northern Ireland. **Average circulation including Scotland and Ireland December 2021: 144,000***)
- inews (***Global audience. Global monthly unique visitors December 2021: 19.3m***)

1.3 Responsible person

Associated Newspapers' responsible person is Peter Wright, Editor Emeritus.

2 Editorial standards

2.1 Overview.

Associated Newspapers has always been committed to upholding the editorial standards enshrined in the Editors' Code of Practice. During 2021 the CEO was chair of the Regulatory Funding Company; the Editor Emeritus was a member of the IPSO Complaints Committee; and the Editor of Metro was a member of the Editors' Code of Practice Committee.

Compliance with Editors' Code, Data Protection Act and Bribery Act is a requirement written in to all journalists' contracts.

Whenever there are changes to the legal and regulatory framework within which our journalists work we ensure they are informed and, where necessary, undergo training to guarantee they understand and comply with new requirements.

There were no significant changes in regulatory requirements in 2021. However the Editor Emeritus launched a new series of seminars for journalists explaining recent rulings by the Complaints Committee and the effect they would have on working practices.

All our newspapers carry regular corrections and clarifications columns, normally on page two for the Mail and Metro titles and the letters page for the i. Our websites carry regular corrections and clarifications panels on their news page.

All Associated titles employ managing editors with responsibility for ensuring compliance with the Editors' Code and resolving any alleged breaches. During this period there were two for the Daily Mail and Metro, one for The Mail on Sunday, four for MailOnline and Metro.co.uk, and one for the i.

We operate an automated complaints management system to ensure all complainants have access to the Editors' Code and assistance in making a complaint, and complaints are logged, acknowledged and outcomes recorded.

We publish our Complaints Procedure (See Appendix 1).

All journalists are required to seek advice from managing editors and/or the editorial legal department in respect of any journalistic inquiries or proposed stories which may raise issues under the Editors' Code or the law.

The editorial legal department currently employs five full-time lawyers and two part-time. An in-house lawyer is present until the daily newspapers go to press, and they remain on call 24/7 for the newspapers and for Mail Online. Additional cover is provided by rota lawyers during the evening for the Daily Mail and Metro, and a staff lawyer and two rota lawyers for The Mail on

Sunday on a Saturday. All the editorial content of the newspapers is read before publication by either an in-house lawyer or a rota lawyer.

Two in-house lawyers are embedded with MailOnline and Metro.co.uk in the office between 8am and 7.00 pm, and provide advice remotely until 10.00 pm. A rota lawyer provides remote cover between 10pm and 8am. Online editors select content for legal advice pre-publication, there is constant dialogue between editors, journalists and lawyers, and lawyers monitor content as it is published.

The editorial legal department also provides a full legal service for the i, and inews.

2.2 Guidance from IPSO.

All desist notices received from IPSO are circulated to all relevant journalists, and placed on the legal warnings database. On receipt of desist notices managing editors will occasionally speak to IPSO's Director of Operations, either to seek clarification, or to check whether the notice relates to any activities of Associated journalists.

More rarely, from time to time managing editors speak to IPSO's Executive for guidance on Code issues. Practice varies a little from title to title, according to the nature of the material they publish. The Daily Mail would generally only seek guidance on the application of the Code, or helpful precedents, without reference to a specific story. The Mail on Sunday may give some detail of a particular story or picture. MailOnline and Metro do not normally seek pre-publication advice from IPSO

Similarly the IPSO Executive will occasionally contact a managing editor regarding a story they believe one of our titles might be about to publish, and draw his/her attention to potential Code issues.

In either case IPSO's Executive invariably make clear that any advice they give is only for guidance and not for official clearance. They always point out that the IPSO complaints committee would ultimately rule on any complaint and they may well take a different view to that offered by the executive. The decision to publish rests with the Editor alone.

2.3 Verification of stories

We are very aware that across the industry a large proportion of all complaints are about accuracy, and our titles are no exception. Associated Newspapers has a formal step-by-step Verification Policy which is distributed to all journalists. (Appendix 2).

2.4 Financial Transparency

At Associated Newspapers we have always had a strong record of protecting our journalistic integrity from inappropriate commercial pressure. To help our journalists further we have issued Financial Transparency guidelines, which codify and strengthen previous practice. They can be found at Appendix 4.

3 Complaints handling

3.1 Forms in which complaints are accepted.

All our titles have very large, broad-based readerships and, unsurprisingly, we receive complaints in many different forms, about a wide variety of issues. For this reason we offer a range of avenues for complainants: *(Please note this section gives Daily Mail web and email addresses; there are parallel web and email addresses for our other titles).*

(a) IPSO. The most frequently used avenue for complaints is IPSO. Complainants go directly to IPSO and are then referred to us.

(b) Readers' Editor. Readers who prefer to make a formal complaint under the Editors' Code directly to us are encouraged to do so via an automated complaints form which is hosted on a dedicated web page www.dailymail.co.uk/readerseditor. Here they are given full information about the Editors' Code, details of our Complaints Policy, and easy-to-follow instructions on how to formulate a complaint. This route is prominently displayed on page two of our newspapers and the UK news page of our websites.

(c) Corrections. We are aware that some readers may want to take issue with a simple point of accuracy, which may not be a significant inaccuracy under the Code, or for a variety of reasons may not wish to engage in a formal process. We therefore offer in parallel with the Readers' Editor service an informal email route through corrections@dailymail.co.uk. It is publicised in the same way. If these complaints engage the Code in any way we record them with formal complaints.

(d) Contact Us. Some readers who use the Readers' Editor service realise, on reading the Editors' Code, that the matter which concerns them is not a Code issue, but a question of taste and decency, an opinion they wish to express, or something they simply wish to make known to us. Others may decide, having looked at the IPSO process, that they would rather not make a formal complaint. We therefore offer, on the landing page of the Readers' Editor web page, a second informal route called Contact Us. As with Corrections complaints that arrive by this route do nevertheless sometimes engage the Code, in which case they are recorded as formal complaints.

(e) Email/Letter. Some complainants prefer to complain in writing directly to the editor or journalist involved. Where these complaints might engage the Code they are recorded with other formal complaints. This is the route by which the i and inews take complaints.

3.2 Handling of editorial complaints.

Due to the very different nature of newsprint and digital publishing, there are some differences between the way our print and web titles handle complaints.

(a) Newspapers. Daily Mail and Metro complaints are assessed at the outset to determine whether there is any issue under the Code. If there is no breach a member of the Managing Editor's team will write to the complainant explaining carefully how this decision has been reached. If the complaint is more serious and likely to go to IPSO for a ruling, it will be passed to the Managing Editor so it can be dealt with straight away. Mail on Sunday complaints follow a similar process, but are generally handled from the outset by the newspaper's Managing Editor.

(b) Websites. The much larger volume of content, and the speed with which it is published, makes websites more open to complaint than newspapers. At the same time continuous 24-hour publication means inaccuracies can be corrected immediately and permanently, sometimes within minutes of publication. Speed is of the essence, and for that reason online complaints go directly to Managing Editors, who try to resolve them as soon as possible. If that can't be done they will engage with the complainant and IPSO in the same way as the newspapers' Managing Editors.

(c) the i and inews. Complaints are handled by the Managing Editor.

3.3 Keeping of records.

All complaints that are entered via the complaints management system are recorded electronically. Complaints that are framed under the Code and are submitted by letter or email independently are also entered into the system, as are complaints referred by IPSO. When substantive complaints are resolved key information is transferred to a central register which records the name of the complainant, nature of the complaint, Code clause raised, outcome, remedial action (if any), and time taken to resolve.

3.4 Resolution of complaints.

The average time taken to resolve complaints in 2021 was 18 working days. This represents the time taken from our receipt of a complaint to our last substantive exchange with the complainant or, in the case of complaints which proceed to IPSO for ruling, the last substantive exchange with IPSO. It does not include time spent waiting for IPSO to rule on a complaint or issue its ruling, as this is beyond our control.

3.5 Information provided to readers.

All readers using our automated complaints service are given full details of how to make a complaint and our Complaints Procedure. The Complaints Procedure gives an outline of how IPSO handles complaints, and encourages potential claimants to visit IPSO's website for further information. (Appendix 1) The automated complaints service is publicised on page two of our newspapers (the letters page for the i) and the news page of our websites (Appendix 4).

4 Training Process

4.1 Details of training programmes

During 2021 it became apparent to us that IPSO was adjudicating on more complaints against all titles. The Editor Emeritus began a new series of training seminars, explaining recent IPSO rulings and the effect these will have on working practices. At each seminar a member of the legal department also speaks about the increasing need to make and keep notes of decisions on the public interest in order to defend legal actions.

4.2 Plans for further training

The current series of Editors' Code seminar will continue to run through 2022.

5 Compliance

5.1 Complaints ruled on by IPSO

During this period IPSO ruled on 37 complaints against Associated Newspapers titles. 20 were upheld. The rulings were:

02745-21 Ormerod v Daily Mail. Breach
07567-21 Ranger v Daily Mail. No breach
09444-19 Reynolds v Daily Mail. No breach
00390-21 Collins v Daily Mail. No breach
00055-21 Firth v Daily Mail. No breach
28530-20 Sayles v Daily Mail. No breach
28947-20 Laker v Daily Mail. Breach
01887-21 Rahnama v The Mail on Sunday. No breach
01705-21 Gooding v The Mail on Sunday. Breach
00322-21 Evans v The Mail on Sunday. Breach
00914-21 Open Labour v The Mail on Sunday. No breach
28003-20 Clunes v The Mail on Sunday. No breach
27791-20 Soulsby and Summerland v Mail Online. No breach
09833-21 A man v Mail Online. No breach
04369-21 Brundrett & Bailey v Mail Online. Breach
07468-21 Couzens v Mail Online. No breach
06134-21 Vass v Mail Online. Breach
05684-21 Khoram-Scotts and Scotts v Mail Online. Breach

01984-21 A woman v Mail Online. Breach
02644-21 Metropolitan Police v Mail Online. Breach
04631-21 Brewis v Mail Online. No breach
03308-21 Reed v Mail Online. Breach
02706-21 Roberts v Mail Online. Breach
00797-21 Sloane v Mail Online. Breach
01432-21 Agbetu v Mail Online. Breach
00927-21 A man v Mail Online. No breach
27813-20 Steinhardt v Mail Online. Breach
28851-20 Tomlin v Mail Online. No breach
27994-20 Odewale and Yadav v Mail Online. Breach
02925-21 A woman v Metro. Breach
00394-21 Pelling v Metro. Breach
28580-20 Portes v Metro. Breach
02472-20 Ahmed v metro.co.uk. Breach
01985-21 A woman v metro.co.uk. Breach
05855-21 Duah v metro.co.uk. No breach
01958-21 Linehan v metro.co.uk. No breach
30113-20 de Naray v metro.co.uk. No breach

IPSO mediated six complaints without making a determination on whether or not there had been a breach of the Code:

05628-21 Agyen v Daily Mail
02635-21 GB Snow Sports Limited (GBSS) v Daily Mail
29189-20 Doyle v Daily Mail
28396-20 Katarova v Mail Online
29766-20 Cohen v Mail Online
28966-20 Harrison v Mail Online

5.2 Steps taken to respond to adverse adjudications:

02745-21 Ormerod v Daily Mail. Those responsible for the headline were reminded that headlines must be accurate in their own right, even if the full position is explained in the body copy.

28947-20 Laker v Daily Mail. Sub-editors were sent a memo reminding them that claims in headlines must be placed in inverted commas.

01705-21 Gooding v The Mail on Sunday. Those responsible for the headline were told that care must be taken to use medical terminology accurately.

00322-21 Evans v The Mail on Sunday. The author of the article was told that care must be taken when summarising scientific research to ensure it done accurately.

04369-21 Brundrett & Bailey v Mail Online. This article was based on a police press release about a court case, which the complainant said was inaccurate in describing the convicted woman as a grandmother. Staff were reminded to take care when using descriptors, especially in headlines.

06134-21 Vass v Mail Online. A memo was sent to all staff reminding them that particular attention needs to be paid to the accuracy of headlines, and the selection of accompanying images, to ensure that a misleading impression is not given.

05684-21 Khoram-Scotts and Scotts v Mail Online. This involved a story based on a police press release, which was amended when the press release was updated. A memo was sent to all staff to remind them that in these circumstances a separate correction should also be published.

01985-21 A woman v metro.co.uk.

01984-21 A woman v Mail Online.

02925-21 A woman v Metro.

All these three stories were based on the same PA court report and included the same inaccuracy arising out of the PA reporter checking a point with a lawyer. Because he wrote the answer he believed he had been given straight into his copy the reporter was unable to provide a separate note of this conversation and the complaint was upheld. Memos were sent advising all staff that they must make and keep separate notes, in order to provide evidence of the care taken.

02644-21 Metropolitan Police v Mail Online. A memo was sent to all staff advising them that when checking information from a confidential source, all salient points should be put to the body concerned, to demonstrate that care has been taken and an opportunity to reply given.

03308-21 Reed v Mail Online. This story, filed by a freelance journalist, included a piece of information for which the journalist could not provide a note. Staff were reminded that whenever information is checked notes must be made and kept.

02706-21 Roberts v Mail Online. A memo was sent all staff reminding them that the wording of headlines must be checked carefully to check they do not introduce a meaning not supported by the copy.

00797-21 Sloane v Mail Online. This involved information which had been sourced from a Government website, but classed a Covid restriction as a legal requirement when it was actually a non-legal guideline. A memo was sent to staff pointing out that when describing complex matters extra care must be taken to ensure it is presented correctly.

01432-21 Agbetu v Mail Online. This concerned an inaccuracy that was introduced into a headline when correcting a typo after publication. Staff were sent a memo instructing them to take care not to introduce inaccuracies when editing stories after publication.

27813-20 Steinhardt v Mail Online. This involved a picture in an online preview page which was not contemporaneous with the subject of the article being previewed. Staff were told to take care that all images represent the events which they have been selected to illustrate.

27994-20 Odewale and Yadav v Mail Online. Staff were sent a memo instructing them that when reporting convictions or civil proceedings where multiple subjects are concerned, great care must be taken not to conflate separate charges or claims and not imply that individuals are guilty of offences for which they have not been convicted.

00394-21 Pelling v Metro. This complaint involved information which had been reproduced accurately from a Government website, but was in itself not accurate. A memo was sent to staff pointing out that once it is established information in a story is inaccurate it must be corrected, even if there was no failure to take care in the first instance.

28580-20 Portes v Metro. The journalist who wrote the headline was reminded that headlines must be supported by the facts in the story, and that special care must be taken with the presentation of statistics.

02472-20 Ahmed v metro.co.uk. Staff were reminded that great care must be taken when headlines on court cases summarise evidence in legal proceedings, they do so accurately.

5.3 Details of other incidents

Any complaints which arrive outside the IPSO system are normally settled without admission of liability. Although they are investigated internally, they do not go through an independent process of investigation and adjudication, so it would be unfair to both the complainants and the journalists involved to offer a view on whether or not there was a breach of the Code in individual cases. In addition some complainants choose not to use the services of IPSO because they prefer to resolve their complaint with us privately, and we must respect that.

However we can supply the following details for complaints resolved under IPSO rules during 2021. This list does not include legal complaints, or those resolved informally:

Total number of complaints resolved: 174

This figure includes:

Number of complaints adjudicated or mediated by IPSO: 43

Complaints referred by IPSO and resolved by us within the 28-day period: 71

Clauses of the Code raised (some complainants raised more than one clause, none raised clauses 13):

1 Accuracy	155
2 Privacy	42
3 Harassment	20
4 Intrusion into grief	15
5 Reporting of suicide	4
6 Children	10
7 Children in sex cases	1
8 Hospitals	1
9 Reporting of Crime	11
10 Subterfuge	2
11 Victims of sexual assault	4
12 Discrimination	17
14 Confidential sources	5
15 Payments to witnesses in criminal trials	1
16 Payments to criminals	1

Outcomes (internal determinations do not reflect an independent investigation and adjudication):

Complaint suspended	1
Code not engaged (internal determination)	70
Code potentially engaged (internal determination)	53
Upheld by IPSO	20
Not Upheld by IPSO	17
Outcome mediated by IPSO	6

Ways in which complaints were resolved (some complaints involved more than one action, an agreement to resolve a complaint does not necessarily mean there was a breach of the Code):

Online article amended	57
Online article, picture or tweet removed	21

Adjudication published	2
Correction/clarification published	40
Footnote/statement added to online article	17
Donation to charity	4
Goodwill payment	3
Apology published	1
Private letter of apology	2
No remedial action required	48

Appendix 1. Complaints Procedure

Daily Mail

Complaints Procedure

We take great pride in the quality of our journalism and do our utmost to ensure the accuracy of everything we publish. All our journalists are required to observe the rules of the Editors' Code of Practice and we are members of the Independent Press Standards Organisation (IPSO), the new regulatory body for the press set up in response to the Leveson Inquiry.

One of IPSO's key principles is that all its members should have effective mechanisms for dealing with complaints and correcting errors as promptly as possible. If you wish to complain about a story in one of our publications, or the behaviour of one of our journalists, we will do everything we can to put matters right.

But first, please take a few moments to read the advice below:

1. Is your complaint covered by the Editors' Code of Practice?

The Editors' Code sets standards for accuracy, respect for privacy, cases of intrusion into grief or shock, stories involving children, discrimination and the behaviour of journalists, including photographers. [Click here](#) to check whether your complaint is covered by the Code and make a note of the clause you believe has been breached.

If you wish to draw an issue to our attention but do not wish to make a formal complaint under IPSO rules, [click here](#) to send your concerns to our Managing Editor.

2. Important points to check before you submit your complaint

Under IPSO rules complaints will normally only be accepted within four months of the date of publication of the article, or the journalistic conduct in question. Outside that period, complaints can be considered up to 12 months after the date of first publication only if the article remains on our website, and it can be investigated fairly given the passage of time.

Please note that we cannot begin considering a complaint until we have received all supporting documentation you wish to submit, including correspondence with the journalist concerned. Normally complaints can only be considered if they are made by a person who has been personally and directly affected by an alleged breach of the Editors' Code. If you are making a complaint on behalf of another individual you need to enclose with your complaint an email or letter from that individual, giving you permission to act on their behalf.

If you are taking legal action against any of our publications, you need to let us know, because we may then be unable to consider your complaint under IPSO rules.

Complaints from representative groups affected by an alleged breach of the Code can only be considered where the alleged breach is significant and where there is a substantial public interest in it being considered.

Third party complaints can only be considered where they seek to correct a significant inaccuracy of published information, in which case the position of the party most closely involved will be taken into account.

Complaints may be rejected if there is no apparent breach of the Editors' Code, or if they are without justification (such as an attempt to argue a point of opinion or to lobby), vexatious, or disproportionate.

Complaints about headlines will normally only be considered in the context of the article as a whole to which they relate.

3. What happens next?

As soon as we have checked that we have all the relevant information to consider your complaint it will be acknowledged and considered by our Readers' Editor.

The Readers' Editor, who is a qualified lawyer and not a member of any of our publications' editorial staff, will come to an independent decision on how to take your complaint forward. If the Readers' Editor cannot establish that there has been a potential breach of the Editors' Code, they will inform you of their decision.

If we receive a number of complaints about the same issue the Readers' Editor may identify one complainant as the lead complainant, with whom we will attempt to resolve the case. If a resolution is agreed we will inform other complainants of the outcome.

If the Readers' Editor believes there has been a potential breach of the Code they will pass your complaint to the Managing Editor, who may offer you remedial action.

In cases of inaccuracy you may be offered a clarification or correction. If this is the case the Managing Editor will offer you a wording, which will usually be published in the Clarifications and Corrections column which appears on Page Two of the newspaper concerned, or in the case of our websites online.

Unless it involves a straightforward factual error, a clarification or correction will normally not be published until you have told the Managing Editor you are happy with the wording. Once you are satisfied and the clarification or correction has been published the complaint is closed. It may also be closed if you do not respond to our offer.

In cases where a clarification or correction is not an appropriate remedy, such as invasion of privacy, intrusion into grief, or behaviour by a journalist which is in breach of the Editors' Code, the Managing Editor may offer you an apology. This may be in the form of a published statement or a private letter. If a statement is to be published you may be asked to approve the wording. If your case has been referred to us by IPSO both parties must inform IPSO of the outcome.

4. What happens if I am not happy with the remedy offered to me?

Under IPSO rules we must attempt to resolve all complaints before they are considered by IPSO. If after 28 days your complaint has not been resolved you are then free to take it to IPSO. Visit the IPSO website to find out how to do that: www.ipso.co.uk

If IPSO's Complaints Committee finds that your complaint has disclosed a potential breach of the Editors' Code it will try to mediate an agreed resolution.

If the Complaints Committee cannot resolve your complaint by mediation it will determine whether or not there has been a breach of the Editors' Code. This may result in an adjudication with a requirement for us to take remedial action, which may consist of publication of a correction and/or the adjudication itself.

The nature, extent and placement of such an adjudication and/or correction will be determined by the Complaints Committee. Remedial action will not normally include an apology unless that has been agreed by you and the publication.

Please note IPSO has no authority to award financial compensation.

Appendix 2 - Verification of stories



Verification of stories

Accuracy is at the heart of everything we do as journalists. The following is a list of the various steps that should be taken to verify a story is accurate. It is not an exhaustive list - there may be occasions when a story can be verified by means not covered here, but if so great care should be taken, and the steps taken to secure verification should be made clear to the legal department and to your Editor or Acting Editor before publication.

Journalists must also be aware that a story may be accurate, but still in breach of the Editors' Code, or the laws of libel or contempt. You also need to take into account the Data Protection Act and the Bribery Act.

1. **Is your story supported by an on-the-record quote or bone fide document?** If the quote or document is reported accurately and in context, describes the activities of the person or organisation who produced it, and is attributed to them, there should be no need for further verification.
2. **Does the quote or document you are relying upon describe the activities of another person or organisation?** Then its accuracy needs to be checked and the person or organisation given an opportunity to comment. You need to be sure that the questions you want to put have been received by the individual or organisation concerned, and quote their response fairly.
3. **What if the person or organisation refuses to comment?** If you are sure they have received your request for comment, you must make it clear the material you intend to publish is a claim or allegation and attribute it to its source. You must also accurately report the refusal to comment, which may in itself contain an element of comment.

4. **What if it is not possible to contact the person or organisation concerned?** You need to keep a note of all the steps you have taken to reach them. Do not say in your story that so-and-so 'did not comment' but make it clear that you were unable to reach them. If it is a substantial story and you suspect they are evading you, briefly spell out in the story the steps you took. Make it clear to your editor and legal department that you have been unable to contact the subject of the story.
5. **Are you relying on an off-the-record briefing?** If someone has briefed you about their own activities, or their own organisation (and they are qualified to do so) you can normally regard that as sufficient verification. However, if you think there is a danger that they will later complain, you may need to make it clear that in such circumstances you would regard the obligation of confidentiality as broken and may name them as your source. You may also be asked to give your source, confidentially, to your editor. If you are unable to do so your editor is unlikely to run the story. An off-the-record source who can't be named is unlikely to be strong enough evidence to defend an accuracy complaint to IPSO.
6. **Are you relying on an off-the-record briefing concerning the activities of a person or organisation other than the one giving you the briefing?** Then any claims need to be put to the person or organisation as in steps 2-4.
7. **What if I have two independent off-the-record sources?** It is helpful, but not sufficient to ensure verification. You still need to go through the processes in step 2-4.
8. **Check the legal warnings basket before you approach anyone for comment, and before you file your story.** If the facts in your story have been the subject of legal warnings or corrections in the past, make sure you take this into account and seek advice from the Legal Department. If the subject of your story has issued a desist notice, asking journalists not to contact them, you should not make an approach unless you have consulted the Legal Department and/or a senior editor and established there is a public interest in doing so.
Note – we are aware some journalists currently have difficulty accessing the legal warnings basket. An improved, easy-to-access basket is under construction and will be launched very shortly. It will be followed by a new clarifications and corrections basket.
9. **Public interest justification.** Before you engage in any activity which might give rise to a possible breach of the Editors' Code, you must be able to demonstrate that you have a reasonable belief that your actions, and the publication of any story involved, are justified by the public interest. In the case of misrepresentation or subterfuge, you must demonstrate that you have pre-existing evidence of the activities you plan to investigate, that your actions are in the public interest and that the material cannot be obtained by other means. To do this you must consult the Legal Department and/or a senior editor, and keep a record of how the decision was taken.

Appendix 3 - Financial Transparency



Financial transparency for journalists

It has always been a central principle of our journalism that the editorial and commercial branches of our company work independently, without one exercising inappropriate influence on the other... church and state do not mix.

Of course there are times when it is perfectly legitimate, even desirable, for businesses which advertise with us to work with us on editorial projects: many supported the Mail's Turn the Tide on Plastic campaign, for instance.

But advertisers should never be in a position to use the fact they have a commercial relationship with us to apply pressure on journalists, whether it is to include certain content, exclude it, or to angle articles in a particular way.

If you feel an advertiser is putting you under this sort of pressure, inform your Managing Editor straight away so action can be taken.

Nor should you accept financial inducements, or gifts which may be offered or perceived as inducements, from businesses or individuals you may be writing about. Again if you are in any doubt, or feel you are being placed in an awkward situation, make sure you inform your Managing Editor, who will advise you on how to respond. You should also have had training on the Bribery Act. If you haven't, contact the Legal Department, who will arrange it.

If you are writing about a business with which you are aware we have a direct financial link, for instance another subsidiary of DMGT, then that relationship should be made clear in the copy.

There are also some areas where there are particular risks, and more specific rules apply:

- **Financial Journalism**

Financial journalists – including sub-editors and anyone else who has access to financial copy - should avoid doing anything that could be construed as unethical or trading on their privileged position. In particular:

- Never buy or sell shares in companies on which you have any inside or ahead-of-the-market information.
- Never buy or sell shares in companies on which you are in the process of writing or editing stories.
- Never buy or sell shares you know will soon be tipped in any of our publications

It would be unreasonable to forbid financial journalists to hold any investments, however you should list any directly-held shares in the Financial Journalists' Share Register, which is published on ThisisMoney.co.uk.

It is not always practical for a financial journalist to avoid writing articles about companies or funds in which they have an existing shareholding. However if you think a reader may perceive a potential conflict of interest then you should inform your head of department, and declare that you have a holding at the foot of the article.

- **Advertorials and sponsored content**

Some advertisers prefer to present their message in an editorial format. If an advertiser is paying for content and/or has editorial control over it, then it must be made clear to the reader by distinct labelling, such as 'Advertising Feature', 'Sponsored Content' or 'Sponsored by *Name of Company*'.

There are also some areas, commonly described as service journalism, where a closer relationship with businesses may be permissible, so long as sensible guidelines are followed:

- **Travel**

It would not be possible to provide a full range of travel features unless journalists are able to take advantage of offers from travel companies to sample destinations they serve. However no offer should be accepted unless:

- You have cleared it with your Travel Editor.
- It is made clear to the travel company that you are not under any obligation to write a favourable article, or indeed to write any article at all.
- If a travel company has covered the cost of flights or accommodation featured in a travel article this should be made clear on the page, preferably in a fact box, with wording such as: '*Name of Journalist* travelled to *name of destination* with *name of travel company*'.

- **Fashion and beauty**

It is not feasible to write about fashion and beauty without the use of clothing and beauty products loaned or supplied by manufacturers and/or retailers. However any arrangement which involves a significant financial input from a supplier, such as covering the cost of models, photographers, or travel to a location, and is not labelled as sponsored content, should be avoided. If you are in any doubt about a proposed project, you must clear it with your head of department. If for any reason a supplier has made a significant financial input into an article it should be made clear in a fact box.

- **Motoring**

As with travel and fashion, it would not be possible to write about new cars without taking them on loan for test drives. However if this takes place in a location which involves significant financial input from a manufacturer – such as flights or hotels – this should be made clear in a footnote (*'name of journalist travelled to name of location with name of company'*).

Finally it is a good general rule for all journalists, if you think you may be putting yourself in a position where you could be accused of a conflict of interest, to ask yourself: 'Would I be embarrassed if this were to appear as a story elsewhere?' If the answer is yes, don't do it.

Appendix 4 – Complaints Service

The following pages give examples of the way our complaints service was publicised in our various titles during this period.

Weather

Go to daily.mail.co.uk/weather for UK and world 5 day forecasts

Summary: Dry but cloudy

UK TODAY: Cloudy and breezy across northern Britain with outbreaks of rain mostly in the west. Dry further south with large areas of cloud and patches of mist. Sunny spells will break through at times. Max 12c.

Today's weather

Location	8am	12noon	3pm	6pm	9pm
London	10c	10c	10c	10c	10c
Plymouth	10c	10c	10c	10c	10c
Cardiff	10c	10c	10c	10c	10c
B'ham	10c	10c	10c	10c	10c
M'chester	10c	10c	10c	10c	10c
Newcastle	10c	10c	10c	10c	10c
Glasgow	10c	10c	10c	10c	10c
Aberdeen	10c	10c	10c	10c	10c
Belfast	10c	10c	10c	10c	10c

5 day forecast

Location	Thu	Fri	Sat	Sun	Mon
London	11c	10c	9c	8c	8c
Plymouth	11c	10c	9c	8c	8c
Cardiff	11c	10c	9c	8c	8c
B'ham	11c	10c	9c	8c	8c
M'chester	11c	10c	9c	8c	8c
Newcastle	11c	10c	9c	8c	8c
Glasgow	11c	10c	9c	8c	8c
Aberdeen	11c	10c	9c	8c	8c
Belfast	11c	10c	9c	8c	8c

Yesterday

Location	High	Low	Wind	Cloud	UV
London	11	7	10	100	1
Plymouth	11	7	10	100	1
Cardiff	11	7	10	100	1
B'ham	11	7	10	100	1
M'chester	11	7	10	100	1
Newcastle	11	7	10	100	1
Glasgow	11	7	10	100	1
Aberdeen	11	7	10	100	1
Belfast	11	7	10	100	1

Moon and Sun

Moonrise: 12.05am, sets 4.11am
Sunrise: 8.55am, sets 4.55pm
Moonset: 1.05am, sets 1.45pm
High tide: 1.05am, 1.35pm
Low tide: 6.35am, 7.35pm

Extremes (24 hrs to noon (ytd))
 Record: lowest: -10.0c (1947)
 G: 50c (1982), highest: 15.0c (1947)
 G: 50c (1982), lowest: -10.0c (1947)
 G: 50c (1982), highest: 15.0c (1947)

Europe forecast

Location	High	Low	Wind	Cloud	UV
London	11	7	10	100	1
Plymouth	11	7	10	100	1
Cardiff	11	7	10	100	1
B'ham	11	7	10	100	1
M'chester	11	7	10	100	1
Newcastle	11	7	10	100	1
Glasgow	11	7	10	100	1
Aberdeen	11	7	10	100	1
Belfast	11	7	10	100	1

Around the world yesterday

Location	High	Low	Wind	Cloud	UV
London	11	7	10	100	1
Plymouth	11	7	10	100	1
Cardiff	11	7	10	100	1
B'ham	11	7	10	100	1
M'chester	11	7	10	100	1
Newcastle	11	7	10	100	1
Glasgow	11	7	10	100	1
Aberdeen	11	7	10	100	1
Belfast	11	7	10	100	1

Money Mail

THE SECTION THAT MAKES YOU RICHER

Continued from Page One

Clover was murdered aged 22 months after doctors failed to raise the alarm about abuse she had suffered. She was taken to hospital nine times in the seven months before her death with bruising and internal injuries, in one case having emergency surgery to her bowel. Six doctors and surgeons apologised or admitted they should have acted differently. In Star's case no action was taken by social workers, who were convinced the complaints were 'malicious' due to disapproval of her mother's same-sex relationship. Her great-grandparents even warned social services: 'We don't want another Baby P on our hands.'

'Ascended from the bowels of hell'

The cases came after findings by the authorities in the murder of six-year-old Arthur Labinjo-Hughes caused outrage earlier this month. In a chilling echo of Arthur's killing, Star's carers hoodwinked the authorities into believing there was no substance to concerns raised by friends and family. Both murders occurred after periods of Covid lockdown. Experts have warned that vulnerable children were put at risk by lack of contact with the authorities during this period. Savannah Brockhill, 38, was found guilty of Star's murder by a jury at Bradford Crown Court yesterday. Her partner and the child's mother, Frankie Smith, 26, was cleared of murder and manslaughter but convicted of causing or allowing the death of a child. They will be sentenced today. Star suffered 'utterly catastrophic' injuries when she was punched, kicked or stamped in the stomach by Brockhill at home in Keighley, west Yorkshire, in September last year. The toddler, who had endured weeks of physical assaults in the women's care, was dead by the time she reached hospital. When police and social workers visited, Smith and Brockhill put bruises on Star's body down to accidents. Referrals from family members were blamed on prejudice against their relationship and Brockhill's gypsy heritage.

The five spurned warnings

MAY 2019: Star Hobson is born.

NOVEMBER: Her mother Frankie Smith splits from Star's father Jordan Hobson, a university student, and begins a relationship with Savannah Brockhill.

JANUARY 2020: First social services referral from babysitter Hollie Jones. Police and social services visit the family. Case is closed a month later.

FEBRUARY: Star goes to live with her great-grandmother Anita Smith for ten weeks and her health improves.

APRIL: Smith takes Star with her and moves into a housing association flat in Keighley, West Yorkshire.

MAY: Days after Star leaves, Anita Smith makes the second referral to social services. Smith and Brockhill are visited by social workers, who accept claims that the report was 'malicious' due to the family's dislike of their same-sex relationship.

JUNE: Smith's elder sister sends photos of the injured infant to police. Around the same time Star's father makes a third referral to social services over a photo showing bruising. Police and social services take the child to hospital to be checked up and accept that her injuries are accidental. Toward the end of the month Rachel Whiteley, a family friend, makes the fourth social services referral over concerns for the health of Star.

SEPTEMBER: Frank Smith, Star's great-grandfather, makes the fifth social services referral over a video showing bruising. Social workers visit Smith and Brockhill with the child. They accept the accidental explanation for bruising and close the file on September 15. Brockhill is caught on camera repeatedly hitting Star while inside a car at a recycling plant where she worked. Star is beaten to death on September 22, the day a social worker was due to meet Smith before the latter postponed the appointment.

Did social services fail to act because killer said she was victim of anti-gay prejudice?

PAGES 6-7

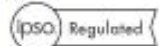
her student father and began a relationship with touncer Brockhill. The start heard that over the months of their turbulent relationship Smith was assaulted by Brockhill, who regularly physically abused Star, causing a number of bone fractures that went untreated. Star was regularly seen with bruising to her face and body, and photos were circulated by friends and family who tried to help. Both women denied attacking Star but the jury heard they colluded in the aftermath of Star's death to cover up the truth. David Farwell, 61, the former partner of Star's great-grandmother Anita Smith, 70, said of Brockhill: 'To me she was just pure evil. She ascended from the bowels of hell and just completely devastated and wrecked our family.' They contacted social services because Brockhill was 'slam-choking' the toddler - hitting her by the throat and throwing her on the bed, Mr Farwell said of Bradford coun-

cil last night: 'They had five chances to help Star and failed every time. It was shameful. If social services had taken more notice Star would be alive today.' The file on the final of the five complaints was closed a week before Star was murdered. Dame Rachel said: 'We need to ask the hard questions about how this happened, and the even harder questions about how this is the second case in recent weeks.' A joint statement from local social services, health and police chiefs in Bradford said: 'We all deeply regret that not all the warning signs were seen that could have led to firmer statutory enforcement action.' Mark Douglas, who was Bradford council's £121,000-a-year children's services director during Star's short life, resigned days before the trial. Continued - Page 28

Clarifications & corrections

■ AN ARTICLE in yesterday's paper about the trial of four people who lapsed the statue of Edward Colston included an incorrectly captioned agency photograph which identified one of them as defendant Jake Steane. In fact, this individual is a friend of a defendant and unconnected to the trial. We apologise for this error.

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INSIDE: Kurosu 26, Puzzles 39-42, TV 54-57, Oscar Cainer 58, Letters 60 & 61, City 66-69

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The Mail on Sunday:



UK FORECAST

GENERAL FORECAST
A high pressure cell will move south of the UK, with high pressure and light rain in the west. The pressure will continue to rise and rain will clear in the east. High pressure will move over the UK, with high pressure and light rain in the west. The pressure will continue to rise and rain will clear in the east.

REGIONAL FORECAST
Southern, London, East Angles
Showers turning to rain, with occasional heavy rain in evening. Wind to freshen. Sat 23: 15. Sun 20: 15. Mon 20: 15. **West, South West, Central**
Mainly cloudy with rain showers in east, turning heavy in afternoon and evening. Wind to freshen. Sat 23: 15. Sun 20: 15. Mon 20: 15. **North, North West, Scotland**
Mainly cloudy with rain showers in east, turning heavy in afternoon and evening. Wind to freshen. Sat 23: 15. Sun 20: 15. Mon 20: 15.

WEATHER WATCH

It has been an extraordinary few weeks for the weather. It has been an extraordinary few weeks for the weather. It has been an extraordinary few weeks for the weather. It has been an extraordinary few weeks for the weather.

SIX-DAY FORECAST

AREA	MON	TUE	WED	THU	FRI	SAT
London	15-20	15-20	15-20	15-20	15-20	15-20
Manchester	15-20	15-20	15-20	15-20	15-20	15-20
Birmingham	15-20	15-20	15-20	15-20	15-20	15-20
Cardiff	15-20	15-20	15-20	15-20	15-20	15-20
Edinburgh	15-20	15-20	15-20	15-20	15-20	15-20
Belfast	15-20	15-20	15-20	15-20	15-20	15-20
London	15-20	15-20	15-20	15-20	15-20	15-20
Manchester	15-20	15-20	15-20	15-20	15-20	15-20
Birmingham	15-20	15-20	15-20	15-20	15-20	15-20
Cardiff	15-20	15-20	15-20	15-20	15-20	15-20
Edinburgh	15-20	15-20	15-20	15-20	15-20	15-20
Belfast	15-20	15-20	15-20	15-20	15-20	15-20

EUROPE WEEK AHEAD



'I'VE GOT TO RESIGN', Mr Hancock on Twitter

From Page One

From the Treasury in February 2020 after losing a power struggle with former No 2 Andrew Bourns.

Last night, Mr Cummings claimed Mr David had only been the job because of his friendship with Mr Johnson's wife Carrie - and gushed about having been recruited from the Treasury. Mr Cummings wrote: 'The Carrie approach [to David] was to claim that if he hadn't joined the Prime Minister's office during David's time he would have had a Treasury job with 'some level' of 'standing' for 'chaos' rather than the 'big money' which followed.

He added: 'I'd a long standard of choosing headlines + getting a awful for 2020. Need Margaret change'.

In his resignation letter to the Prime Minister, Mr Hancock said that he didn't want his private life to attract attention from the

'Those who make rules must stick by them. That's why I must resign'

single-minded focus that is leading us out of this crisis. He said that members of the Government 'were it to people who have sacrificed so much in their personal lives to ensure we have let them down', and he wanted to 'apologise to my family and loved ones for putting them through this'.

He added: 'I also need [to] be with my children at this time'.

In response, Mr Johnson said he was sorry to receive the resignation and paid tribute to Mr Hancock's performance as Health Secretary. He said: 'It has been your task to deal with a challenge greater than that faced by any of your predecessors, and in fighting Covid you have risen to that challenge - with the absolute energy, intelligence and determination that are your hallmarks'.

The Prime Minister concluded by offering Mr Hancock the prospect of a political comeback, saying: 'I am grateful for your support and believe that your contributions to public service is far from over'.

A Downing Street source said: 'There's accepted the resignation respectfully. This was very much Matt's decision'.

Mr Hancock later released a video in which he sincerely apologised for breaching the social distancing rules by his involvement in the resignation. He said: 'I understand and the government sacrifices that everybody in this country has made, you have made. And



OFFICE ROMANCE: Mr Hancock with wife Carrie Cummings in caught on camera

Some of us who make these rules have got to stick by them and that's why I've got to resign'.

Mr Cummings, who has been criticised for his handling of the coronavirus crisis, has also left his role as a non-executive director at the Department of Health.

Downing Street had tried to draw a line under the row on Friday, by saying that Mr Johnson had accepted Mr Hancock's

apology for 'breaching social distancing rules' and congratulated the couple ahead.

But the lack of support from Mr Hancock's colleagues because increasingly conspicuous yesterday, with senior Tories warning that the issue of Mr Hancock's 'topsy-turvy' was being raised on the steps in Harley and Apsley, which is holding a by-election on Thursday.

On May 16, two days after his resignation, Mr Hancock had said that people should be 'careful' about the new freedom to hug - and suggested they should do so only outside with people who had been fully vaccinated.

Before Mr Hancock's resignation, former Tory Cabinet Minister Esther McVey said she would have stood down had she been in his position and hoped he was 'thinking the same thing'. She added it would be 'wonderful' if he stepped down voluntarily if he jumped, and didn't have to be 'pushed upon him'.

Friends of the 42-year-old had

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CORRECTIONS & CLARIFICATIONS

All our journalists observe the Editors' Code of Practice and the Mail is a member of the Independent Press Standards Organisation (IPSO). We aim to correct any errors as promptly as possible.

■ A feature on Amy Woodhouse (23 May) said that her husband spent, Steve Coulson, was employed by John Bannister. In fact, he was employed by Manganese Metals. We are happy to clarify.

■ To report an inaccuracy, email corrections@mailonsunday.co.uk. To make a formal complaint, go to mailonsunday.co.uk/readersletters. You can also write to Reader's Editor, The Mail on Sunday, 2 Derry Street, London W1J 8EF. The Mail on Sunday (IPSO) is a registered charity. Registered Charity No. 274593. Registered in England. No. 274593.

2 | METRO | Wednesday, May 26, 2020

Borrowing slows... but £2.17trillion still owed

BORROWING by the treasury fell in April as lockdown easing allowed the economy to recover. The £35.7billion added to the national debt compared with £47.5billion in the same month last year. But it was the second-highest April figure on record and took the total owed by the government to £2.17trillion. Central government bodies spent £95.9billion, down by £12.5billion on a year earlier. Isabel Stockton, of the Institute for Fiscal Studies, said: 'April's borrowing was still almost three times bigger than the £71billion borrowed in April 2019. How quickly it comes down will be mainly driven by how swiftly and how fully the economy recovers.'

BUSINESS BITES

- **THE** return of al-fresco dining boosted Wagamama's sales to 85 per cent ahead of 2019 levels. As of sales are 22 per cent ahead of 2019 since indoor dining resumed, the chain's owner The Restaurant Group said.
- **THE** least likely option for saving Liberty Steel is nationalisation, said business secretary Kwasi Kwarteng. He said seven UK plants put up for sale by the cash-starved company are 'good assets' that should find buyers.
- **TRADE** in goods with EU countries has plunged by 23.1 per cent amid Brexit disruption, ONS data shows. Exports to Ireland, down 42.3 per cent, took the biggest hit, compared with similar trading periods in 2018.
- **HUNDREDS** of thousands of people with mental health problems struggle to get help to receive Universal Credit, says the Money and Mental Health Policy Institute. Founder Martin Lewis said the system 'lets people up to fail'.
- **NATIONWIDE** Building Society will hold a £100million monthly prize draw for a year from September. All adult members with a mortgage, saving or current account will be entered, with prizes from £100 to £100,000.

TOURIST RATES

Australia (20)	1.15
Canada (12)	1.00
France (9)	1.10
New Zealand (10)	1.03
Thailand (10)	0.97
Singapore (5)	1.16
South Africa (10)	0.83
US (5)	1.00

Sell, sell, sell! 1 in 3 homes goes for over asking price



Power house: Residents moving into homes at the Battersea Power Station, south London, were treated to a light show on their first night on Monday

A **RECORD** one in three homes sold for more than the asking price last month, as the housing market is set to enjoy its busiest year since 2007. It beat the previous record, set in 2014, when 19 per cent of properties went for more than their original sale value. High number of house hunters and a fall in homes on sale is fuelling bidding wars, said estate and letting agents group Propertymark. The average number of potential buyers registered with each UK branch stood at 427 last month - the highest figure in 17 years. However, just 27 homes were on the market per branch - the lowest since 2002. That equates to an average of 16 buyers per property. Mark Hayward, chief policy adviser at Propertymark said: 'The continued imbalance of supply and demand is a concern and has led to a strong seller's market with properties being snapped

up quickly at high prices.' Meanwhile, about 1.5million homes are expected to be sold in 2020 - a projected 45 per cent rise year-on-year and marking it out as the busiest year in the residential market for 14 years, reports Zoopla. And buyers could shell out £46billion - up 46 per cent or £142billion on 2020. The extension of a stamp duty holiday in England and Northern Ireland had given the market added impetus, Zoopla said. Properties in Wales, Yorkshire and north-west England are selling fastest but homes in London are taking, on average, nearly two weeks longer to sell compared with a year ago. The report comes as the first residents moved into homes at Battersea Power Station - 35 years after the building on London's South Bank was decommissioned - following its £960million revamp.

by VICKY SHAW

Whisky and motors top of UK's India trade deal list

BRITAIN will target India's middle classes and young people in a new trade deal that could remove tariffs of 50 per cent on whisky and 125 per cent on UK-made cars. It will also focus on science, technology and services, international trade secretary Liz Truss said yesterday. India is 'the world's largest democracy, fifth-biggest economy, a nation of 1.4billion people, and a huge market for British goods', she added. Talks will start after a 14-week public consultation.

NHS
HM Government

COVID-19
Meeting up again?
You're safest outdoors.

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An article published on 17 January 2020 headlined 'COVID-19: USAO COUNCIL' Ministers' back channel on lockdown law breakers' included a general advice page a list of exemptions to the requirement to stay at home. We would like to make clear that the 'could law' do not provide an exhaustive list of responsible exemptions for absence from the home, but merely identifies some examples of permissible reasons. The panel also reported that only one excursion a day could be made for exercise, in fact, the legislation places no limit on the frequency of outdoor exercise. This clarification has been published following an update ruling from the Independent Press Standards Organisation.

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Well done, Barbados

All good wishes and congratulations to the people of Barbados for gaining independence at last (1 December). All those group photos of the Queen with Commonwealth heads may get smaller as time goes on, and it is sad, but the break-up had to happen sometime. Taking holidays in Barbados

may not be so easy for most of us here, but the better-off should manage it, be spoiled and help their economy.
MARY HODGSON
 COVENTRY
 I read your coverage of Barbados becoming a republic with interest. Nowhere do you seem to have reported that this transition happened without a referendum. Despite one having been

promised three times) and with no popular vote on who the president should be. It seems to me that the ordinary people had no more choice in whether Dame Sandra Mason should be head of state than they did when it was the Queen. Whatever the merits of either system, this is no great leap forward for democracy.
MICHAEL PARKER
 COVENTRY

Johnson not the leader we need

Two news stories (1 & 2 December) illustrate the dilemma facing the country when it comes to leadership. The Prime Minister tells us not to cancel Christmas parties and Nativity plays, while his own party members place him near the bottom of their league table because of his poor decision-making and miscalculations.

Why should the country trust anything he says, particularly when experts are saying something different? Give me Mark Drakeford and Nicola Sturgeon any day when it comes to judgement and statecraft.
RICHARD LOTT
 ST ALVANS,
 MONMOUTHSHIRE

Princes film a win for BBC

The attitude of the Royal Family towards the BBC's documentary *The Princes and the Press* only goes to enhance the standing of the BBC to make independent documentaries in the public interest.
DAVID ELLIS
 NOTTINGHAM

I wasn't planning to watch the documentary but I changed my mind. I considered it to be a very measured documentary well presented by Arndt Rajan. We are always told that we can never know what happens behind the walls of someone's home and this is even more true if that home is a palace, and the people who live



Overreader suggests the best way to enjoy a carol service is at local church, not on television. **ACTV**

there work extremely hard to maintain their privacy. Despite this, the programme seemed to me to present a fair view of all sides of the debate.

I presume, however, that the Duchess of Cambridge would not agree with my opinion, since her carol service is now to be shown on ITV. Don't despair if you wish to see a carol service uninterrupted by adverts, just go to your local church.
TINA BURLS
 STROUD,
 GLOUCESTERSHIRE

We must send vaccines abroad

The ongoing success of the booster roll-out is to be commended. I had mine about three weeks ago and am glad of it. But until we start rolling out our stockpiled vaccines to poorer countries, and making the technology

available to them to make their own, we're just spitting in the wind.

Whenever we don't take care of the rest of the world, the virus has the opportunity to mutate into something far beyond the capability of any of our vaccines to deal with. The sooner our leaders get that into their heads, and act accordingly, the better.
VAL GAZIE
 STUDLEY,
 WARWICKSHIRE

Charging cars the sunny way

Could somebody please tell me why electric cars do not have solar panels on the roof so as to constantly charge the battery? It seems to me to be just about the biggest open goal in motor manufacturing.
ROGER HENNAH
 BUDLEIGH SALTERTON,
 DEVON

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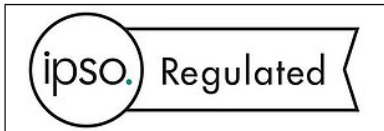
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MUSIC
'Surrounded By Time'
 Tom Jones on his latest album and what he considers to be his legacy

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Metro.co.uk is a member of the Independent Press Standards Organisation (IPSO).



If you wish to report any concerns over accuracy, please email correct@ukmetro.co.uk.

To make a formal complaint under IPSO rules please go to metro.co.uk/readerseditor or write to Readers' Editor, Metro.co.uk, Northcliffe House, 2 Derry Street, London W8 5TT.

Metro.co.uk and Metro Newspaper are part of DMG Media, the consumer media company of DMGT plc. Information about its leadership team [can be found here](#) and its [structure/funding here](#).

Metro.co.uk and Metro newspaper adhere to the Editors' Code of Practice as enforced by IPSO who are contactable for advice at:

- IPSO, Gate House, 1 Farringdon Street, London, EC4M 7LG
- Website: ipso.co.uk
- Email: advice@ipso.co.uk
- Telephone: 0300 123 2220

Inews:

Complaints policy and Ipso

This website and its sister newspaper, **i**, is a member of the Independent Press Standards Organisation (Ipso), the regulatory body for the press, and abides by its code of conduct. We take very seriously our responsibility to maintain high editorial standards, and are grateful to readers for pointing out any errors.



If you wish to complain about our editorial coverage, especially with relation to inaccuracy or intrusion, please write to The Editor at **i**, 2 Derry Street, London, W8 5TT, or email reader@inews.co.uk.

You can contact Ipso directly at Gate House, 1 Farringdon Street, London, EC4M 7LG, telephone 0300 123 2220, or by email at inquiries@ipso.co.uk

Appendix 5 - 2021 seminar programme

IPSO's getting tougher...

The precise content of seminars varied according to the audience and topical issues in the news, but the outline remained broadly constant:

1. Introduction
 - The number of complaints IPSO upheld increased markedly in 2021 – 62 across all national titles, compared to 33 in 2020. 58 of the 62 upheld complaints concerned accuracy.
 - The increasing readiness of IPSO to uphold accuracy complaints means journalists must be ever more vigilant in following the Code to the letter.

2. It is important to be able to show evidence for EVERY fact in your story:
 - Complainants sometimes challenge numerous facts in a story, and IPSO may ask for evidence to support all of them – even passing references.
 - This means a complaint can still be upheld even if the overall message of the story – and nine out of ten facts within it – are completely accurate.
 - Reporters must make sure they have evidence for every fact – and omit any information about which they are less than 100 per cent certain.
 - Case history – *Walker v Daily Mail*

3. IPSO may expect you to have notes of every conversation however brief
 - Two complaints were upheld because reporters had checked facts over the phone while they were writing their stories, then typed the answer they believed they had been given straight into their stories.
 - When complainants challenged those facts, the reporters were unable to provide separate notes to support them. IPSO refused to accept the copy itself as a note, and ruled that care had not been taken.
 - Reporters must ensure they have note of every conversation on which they are going to rely, however brief. If reporting events virtually, and typing notes straight into their computers, they must save a copy before editing their notes into a story – otherwise they will have no separate note to produce for IPSO.
 - Case histories – *Reed v MailOnline, A Woman v MailOnline, metro.co.uk and Metro.*

4. Take extra care with statistics
 - Most journalists are not mathematicians. This can lead to misunderstandings over statistics.
 - If reporters are writing stories based on statistics it is sensible to go back to the source of the story, outline how they are interpreting the statistics, and check that is a reasonable and accurate approach to take.
 - Case history: *Portes v Metro.*

5. Be precise in your language - IPSO may read headlines literally
 - In one case a Daily Mail headline described a decision by eleven EU member states halt use of the AstraZeneca vaccine as 'EU snubs UK'.
 - IPSO ruled that as no action had been taken by the European Commission itself, it was not accurate to report a decision by eleven member states as an action by the EU.
 - Headlines must be precise – it is not good enough to rely on a fuller explanation in the copy to remedy loose phrasing in a headline.
 - Case history – *Ormerod v Daily Mail*

6. We may have to publish a correction, even if we can show we took care over the facts in a story.
 - Sometimes it is possible to defend a complaint successfully under Clause 1(i), by showing that proper care was taken with sourcing and checking a story, but the information contained may still be inaccurate.
 - In that case a correction must still published, and failure to do so is a breach of Clause 1 (ii)
 - Case histories – *Sloane v MailOnline, Pelling v Metro, Dyson Technology Limited v MailOnline*

7. It is also important that corrections do the job properly.
 - Increasingly IPSO will not accept amending the copy online as adequate correction of an inaccuracy.
 - There must be a separate correction, or at least a footnote, which identifies the inaccuracy and sets out the accurate position. Otherwise complaints risk being upheld.
 - Case histories: *A Woman v MailOnline, metro.co.uk and Metro.*

8. Take a great care in summarising quotes from court cases
 - It is very tempting to paraphrase quotes from court evidence and judgments, particularly in headlines.
 - But there is always a risk that in doing so, important nuance of meaning is lost, which opens the way to complaints.
 - Try to ensure the language used in copy follows that used in court as closely as possible.
 - Case history: *Ahmed v metro.co.uk*

Appendix 6 – Training of Journalists

The Associated Newspapers editorial training scheme 2021

The Associated Newspapers training scheme is the largest run by any national newspaper and has a formidable reputation throughout the industry for producing excellent, well-trained journalists.

In 2021, despite the pandemic and other training schemes being postponed, we recruited and trained 25 trainees. This followed the 24 recruited in 2020. In 2021 there were nine reporters and four sub-editors for the Daily Mail and Mail on Sunday (including one for the Mail in Scotland).

They included three Stephen Lawrence scholarship students. One of the Stephen Lawrence trainees was sent to Scotland for three months before the training scheme to assist with the Holyrood elections.

There were seven online reporters for MailOnline in the UK. We also trained five online reporters for DailyMail.com in New York who came to London for the training course, tuition on the content system and newsroom experience.

This year, 2022, the scheme is continuing and we have recruited 11 MailOnline trainees, who will start in March, and are looking to recruit more trainees for New York. We are currently interviewing for news and sports sub-editors and reporters for the Daily Mail and Mail on Sunday who will start their training in September. These will include Stephen Lawrence scholarship trainees and the Mail is sponsoring a candidate through an NCTJ course at News Associates. He will join the sports-desk in 2023.

The selection process focuses on ensuring as much diversity as possible, both in terms of ethnicity and social background. In some cases we have arranged bespoke training before trainees join the main scheme.

The Daily Mail has two Stephen Lawrence trainees on the 2020/21 scheme, three on the 2021/22 scheme and is recruiting for 2022/23. All are from families who moved to the UK and are the first in their families to attend university. They have varied backgrounds with roots in Mauritius, Sri Lanka, the Caribbean, India and Nigeria.

The training is run by respected journalists led by Sue Ryan, a former managing editor of The Daily Telegraph, and Peter Sands, a former editor of The Northern Echo and editorial director of Northcliffe Newspapers.

The selection process is very robust. Most trainees have completed a journalism master's degree or have gained the NCTJ qualification from the Press Association or News Associates, so have basic skills in news writing, sub-editing, law, government, court reporting, shorthand and the Editors' Code.

The reporters are taught for three weeks under Peter Sands, and the sub-editors and online trainees for four weeks. It is an intensive course with a lot of red-penning of exercises and zero tolerance of mistakes. These are the topics covered in this year's basic training:

Reporting course

The course presumes attendees have already taken a qualification in journalism and had newsroom experience. It deals mainly with the tasks which will be required while working for our titles:

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law)
- intro writing and story structure
- the art of storytelling for the web
- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy)
- media law (libel, privacy, copyright, bribery)
- covering a breaking story
- sources of stories
- story development
- the senior reporter's survival guide
- stories from the written word (agendas, reports, financial information)
- writing lighter stories/picture stories
- developing contacts
- writing a profile
- forward planning and working to the diary
- copy tasting, conference and putting together a newslister
- professional behaviour
- current affairs knowledge
- Mail style
- understanding the Mail audience

The focus of the course is on developing and writing stories. Trainees take live stories from the wire services and put them into Mail style, and have to source and write an exclusive for publication during the course. There are speakers from the newsroom - news, city, sport and production department heads, plus senior reporters and columnists.

Sub-editing course

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law)
- the art of the sub-editor
- a glossary of subbing terms
- the 70 most common errors in newspapers
- intro writing and story structure
- the art of storytelling

- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy, trainees from the USA and Australia study the codes of practice that apply in their home countries)
- media law (libel, privacy, copyright, bribery)
- proofreading
- the subbing perils
- Mail style
- understanding the Mail audience
- Mail headline writing and practical headline exercises
- captions, subdecks, standfirsts, factfiles
- analysis of different newspaper styles
- Photoshop
- Adobe InDesign
- an introduction to typography
- handling pictures and graphics
- layout and design
- putting together a picture spread
- editing stories from different sources
- editing a live breaking story
- current affairs knowledge

After basic training all trainees undergo placements for between three and five months. We used to send trainees to regional papers but the current nature of their production means they no longer have proper sub-editing teams. So we send the subs to The Scottish Daily Mail, The Irish Daily Mail, The Evening Standard, Metro, the i newspaper and the Press Association where they learn from professionals.

Reporters and online journalists go either to the titles above or to big regionals such as the Manchester Evening News and Liverpool Echo. Here they learn the skills of going on the road. Some also spend a month with a news agency.

Courses are tailored for the individual, but generally every trainee has six months paid training before filing or subbing their first story to the Daily Mail, Mail on Sunday or MailOnline. And once they have joined their chosen paper or website they continue to be treated as trainees and are supported by mentors. Department heads take time to teach and encourage them.

There have been 435 trainees who have graduated from the scheme – 258 for the London papers, 111 for MailOnline in London, 37 for DailyMail.com in New York and 29 for Daily Mail Australia in Sydney. Many are now senior executives on our newspapers and websites – so trainees may well find themselves working for someone who not very long ago was a trainee themselves.

Sue Ryan and Peter Sands