

IMPRESS

THE INDEPENDENT MONITOR FOR THE PRESS

Annual Report 2018-19

PRP

APPROVED
REGULATOR



Contents

Welcome to the IMPRESS Annual Report 2018-19. In these pages, you will find an overview of our regulatory, public interest and public engagement activities and services between 1 April 2018 and 31 March 2019. More information, as well as digital versions of our previous annual reports, are available at www.impress.press.

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The view from the Chair

At IMPRESS we continue to develop and evolve. This year has been one of growth and consolidation of our core values.

The Press Recognition Panel (PRP) completed its first cyclical review of our independence and effectiveness since we became recognised as an approved press regulator in October 2016. The PRP confirmed that IMPRESS continues to meet all 29 of the recognition criteria set out in the Royal Charter on self-regulation for the press.

While the outcome was pleasing for us, observers might be interested to take a closer look at the regulatory machinery in action. The PRP is an oversight regulator, supervising our operations as a self-regulatory body. It does not intrude directly into the regulatory decisions we make; it simply satisfies itself that we have appropriate structures and systems in place to make them. This provides regulated publishers and their readers with the assurance that we are independent and effective as a press regulator. The Government is currently struggling to envisage what regime might be suitable to regulate internet platforms generating online harms without intruding directly into individual filtering or removal decisions. It would do well to examine this model.

Our workload has continued to grow. During the past

twelve months a further 32 new publishers applied to join IMPRESS, leading to a 26% increase in the number of publications that we regulate, with more joining us all the time. We've worked with each of these publishers to check that they comply with the requirements of our Regulatory Scheme, including their accountability structures and complaints handling procedures.

We continued to provide the public with free access to our regulatory services through a new online Services Hub. I am pleased to report that over two-thirds of complaints made to us were resolved by publishers within the 21 days allowed under our regulatory scheme. We published a further arbitration award, seven complaint adjudications and issued three advisory notices to warn regulated publishers about unwanted press intrusion, including a notice reminding publishers of relevant press standards following media coverage of the terrorist attack in Christchurch, New Zealand.

We ran a consultation on subscription fees with our regulated publishers, which we then opened to the wider press industry and members of the public. As a result, we simplified our mechanism for calculating annual subscription fees in order to provide an affordable, fairer and more transparent charging system.

I remain grateful for the engagement and support of

board members. I thank Martin Hickman, who stepped down from the board in March, for his commitment and hard work. I am pleased that Andrea Wills agreed to take over as chair of the Code Committee from Máire Messenger Davies, who played a lead role in helping us to produce the first press standards code in the UK to be co-created in partnership with journalists, civil society and the general public.

IMPRESS has come a long way in a short time despite an initially hostile reception. We look forward to continuing to work with our member publishers, stakeholders and the wider public in our mission to raise standards of journalism and to rebuild public trust in the press.



Walter Merricks

**Walter Merricks CBE
Chair**

October 2019

The view from the CEO

The newspaper industry has been at the heart of British democracy since reporters were first allowed into the House of Commons more than two hundred years ago.

In the Twentieth Century, the invention of radio and television led to a shake-up of the news industry and the development of new forms of journalism. And now, in the Twenty-First Century, the industry has been revolutionised once again by the arrival of social media.

This year, we have been working with our members to understand the challenges and opportunities that they face as independent news publishers in this digital age.

With funding from the Joseph Rowntree Reform Trust, we have conducted online research and held a series of meetings. We have found that, whilst our members are united in their commitment to public interest journalism, they are going about this in very different ways. Many are digital natives who are perfectly at home on social media. Others are steadily moving from print to digital. And some are continuing to focus on print as the main driver of advertising or subscription revenue.

In every case, independent publishers are innovating. Commercially, editorially and technologically, they are trying things out to see what works. As one of our members

said, "independent publishers are the unpaid research and development arm of the newspaper industry."

That's why we have been engaging with policymakers and technology companies – to ensure that they recognise the precious contribution that independent publishers are making to British society and democracy.

We were glad that the Cairncross Review supported our recommendation for a new independent fund for public interest journalism. We were less persuaded by the Online Harms White Paper, which proposes a new framework for social media regulation. In our view, this proposed framework fails to distinguish social media platforms from news publishers, leading to a risk of regulatory confusion or even censorship. We are working with other expert stakeholders to promote changes to the new framework before it becomes law.

This year, I have particularly enjoyed working with Reporters Without Borders – the world's leading press freedom NGO – who invited me to join an international expert group to help define trustworthy journalism.

I was also very glad to launch our new Student Partnership Scheme, which aims to ensure high standards of journalism in student newspapers across the UK. The Glasgow Sloth was ironically quick off the mark, and became the first paper to join the scheme.

The highlight of the year was the first IMPRESS Trust in Journalism Conference, at which speakers from across the industry talked with passion about the continuing need for public interest journalism at a time of technological and political upheaval. We are now well underway with preparations for the 2019 Trust in Journalism Conference: 'The World of Independent Publishing'.

At IMPRESS, we will continue to ensure that journalism meets high ethical standards, and we will do what we can to help build a diverse news ecosystem that informs and represents as wide a range of audiences as possible.



Jonathan Heawood
CEO
October 2019

About IMPRESS

IMPRESS is a press regulator designed to work in the digital age. Our goal is to raise the standards of journalism in partnership with the public, publishers and key stakeholders.

We provide publishers and journalists with the protection and the support they need to do their job to high ethical standards. We provide members of the public with a free and effective means of redress through our complaints and arbitration service.

We regulate 130+ digital and print publications across the UK, reaching more than 10 million readers each month, with more publishers applying to join us every quarter.

IMPRESS and the UK's system of independent press regulation

In 2016, IMPRESS became the first regulator to be recognised as independent and effective under the Royal Charter on self-regulation of the press. That same year, we started to deliver and develop our services to the public in accordance with the standards set out in the Royal Charter.

In March 2019, the [Press Recognition Panel \(PRP\)](#) completed a cyclical review of the first two years since IMPRESS was awarded approved regulator status by assessing our performance against the 29 recognition criteria set out in the Royal Charter (see page 5).

This process included an assessment of the practical application of IMPRESS's regulatory policies and procedures based on reviews of case files, interviews with staff and a public call for information about IMPRESS's performance.

The PRP confirmed that in continuing to meet the standards required of an approved regulator, IMPRESS is "[independent of the print and online publishers it regulates, is appropriately funded, and has systems in place to protect the public.](#)"

“We are glad to continue operating as the UK's only recognised approved press regulator. News publications are under huge pressure to regain the public's trust. This decision confirms that IMPRESS is uniquely well-placed to help publishers earn that trust.”

Jonathan Heawood, CEO

PRP's Recognition Criteria

The Royal Charter on self-regulation of the press requires a regulator to have, among others;

- An independent board free from the influence of serving editors and politicians (criteria 1,13)
- An independent Appointment Panel (criteria 2, 3, 4, 5)
- A funding settlement for four or five years in agreement with the industry (criteria 6)
- A Standards Code that addresses freedom of speech and public interest (criteria 7, 8, 8 a, b, c, d)
- Subscriber internal governance standards for handling complaints and compliance (criteria 9)
- Adequate and speedy complaints handling system and powers (criteria 10, 11, 12, 12a, 14)
- Transparent recording and reporting of regulatory activities (criteria 20, 21)
- Powers to direct corrections, apologies, and to fine (criteria 15, 16, 18, 19, 19 a)
- Free from censorship - no power to prevent publication (criteria 17)
- A low-cost arbitral process for civil legal claims (criteria 22)
- Be open to all publishers on fair, reasonable and non-discriminatory terms (criteria 23)

For more information, visit
www.pressrecognitionpanel.org.uk



Highlights from 2018-19



IMPRESS was confirmed as an approved press regulator

by the Press Recognition Panel (PRP), after its first cyclical review.



We secured Independent Press Regulation Trust (IPRT) funding of

£2.85m

until 2022.



We organised our inaugural

Trust in Journalism Conference,

under the theme 'The Future of Independent News' in November 2018.



We increased our total number of regulated publications by

26%.



We developed a media

partnership with Facebook

to provide publishers with access to training, materials, resources and verification support.

We set up a

Student Partnership Scheme

to deliver training on standards and ethics.



We launched our **Online Services Hub** for publishers and members of the public to access IMPRESS services.

More than
10 million

monthly readers reached by publishers in the IMPRESS network.



We launched our open

Code Review

process for members of the public.

What we've done this year

Between 1 April 2018 and 31 March 2019, we have engaged in different activities and projects in the following areas:

- **Funding and recognition**
- **Public interest**
- **Public engagement**
- **Media coverage**
- **Services for regulated publications**

Funding and recognition

We submitted a self-assessment report of IMPRESS's compliance with the 29 recognition criteria set out in the Royal Charter and cooperated with the Press Recognition Panel during the cyclical review process (see pages 4-5 for more information).

As part of the submission to the cyclical review, we announced our renewed funding arrangements with the Independent Press Regulation Trust (IPRT) for additional funding of £2.85m

until 2022. The IPRT's funding has been guaranteed by the Alexander Mosley Charitable Trust (AMCT).

We also announced a successful application to the Joseph Rowntree Reform Trust for £21,000 to set up an Independent Publishers Taskforce to engage publishers with the policy recommendations of the Cairncross Review into the sustainability of high quality journalism in the UK.

In January 2019, the News Media Association (NMA) abandoned its appeal against a High Court ruling made in October 2017 that the PRP had acted lawfully in recognising IMPRESS as an approved regulator under the Royal Charter on self-regulation of the press. The appeal against the decision of the High Court was dropped days before the case was due to be heard after the NMA agreed to pay the legal costs of the PRP and IMPRESS.

Visit impress.press/about-us for more information

Public interest

IMPRESS aims to raise the ethical standards of the press in the UK. In working towards this goal, we regularly engage with government, policy-makers, MPs across the political spectrum and other policy networks to ensure media policy serves members of the public, as well as publishers.

During 2018-19, we met with several MPs and members of the House of Lords, from across the political spectrum. In April 2018, we were invited to present at a breakfast meeting before the All-Party Parliamentary Group on the Media, where we provided an update on our regulatory activity and the Data Protection bill.

We gave evidence before the Liberal Democrat DCMS group about press regulation. We also gave evidence before the APPG on British Muslims about Islamophobia in the media and the discrimination and hate speech standards applied to publishers regulated by IMPRESS. The APPG published 'Islamophobia Defined' (November 2018) to which IMPRESS contributed.

We engaged with the Information Commissioner's Office (ICO) to provide pre-consultation guidance to the ICO on the yet-to-be released journalism code.

In September 2018, we submitted our response to the 'Cairncross Review - A Sustainable Future for Journalism', drawing on data from the IMPRESS members survey 2018 on publishers'

relationship with social media platforms.

In February 2019, we organised a roundtable discussion between IMPRESS regulated publications and DCMS officials to share views on the Cairncross Review and future media policy for the independent sector. Following that meeting, in March 2019, a group of IMPRESS regulated publishers were invited to

attend a roundtable discussion with the Minister of State for the Department for Digital, Culture, Media and Sport, Margot James.

Finally, in March 2019 we launched a public consultation on proposed changes to IMPRESS subscription fees, which followed a previous consultation with IMPRESS regulated publishers.

Public engagement

IMPRESS maintains an ongoing engagement strategy with civil society organisations, academics and industry stakeholders in order to create opportunities to collaborate on issues of press standards and ethics.

This year we have engaged with Reporters Without Borders (RSF), together with a group of other key industry stakeholders, and contributed to their Journalism Trust Initiative to improve standards of publisher governance. The public consultation on RSF's Journalism Trust Initiative was published in July 2019.

Our CEO Jonathan Heawood participated in the European Commission project of tackling online disinformation.

We participated in LSE's Polis report on Hyperlocal News published in July 2018.

We participated in the drafting

process of Doteveryone's green paper on a new digital regulatory system, published in May 2018.

We met with journalist delegations from China, Turkey and Montenegro, organised in partnership with the Ethical Journalism Network.

We spoke at different industry conferences and events. In January 2019, our COO Ed Procter spoke at an event on whistleblowing and the state of post-Leveson press regulation at the University of Edinburgh. In March 2019, our CEO Jonathan Heawood spoke at a panel on Reform, Regulation and Media Freedom at the Oxford Media Convention.

We also organised a series of public events. In October 2018, we held an open event at Ulster University on the role of journalism in the digital age, organised in partnership with

Ulster University and MeCCSA. Speakers included journalists from Irish News, VIEWdigital, BBC Northern Ireland and Ireland's Press Ombudsman.

In March 2018, we organised a discussion on responsible reporting on domestic violence with Level Up, CoCo Awareness, the End Violence Against Women Coalition and a journalist of New Internationalist.

You can watch this and other videos on [impress.press/multimedia](https://www.impress.press/multimedia)

Finally, in November 2018 we held our inaugural Trust in Journalism Conference under the theme 'The Future of Independent News', which brought together key industry stakeholders and publishers from across the UK (see page 10 for details about the Trust in Journalism Conference).

Media coverage

This year, Jonathan Heawood wrote a piece about IMPRESS for the *British Journalism Review* (June 2018). He also wrote about independent publishers' calls to tackle the "unequal" relationship with platforms in *What's New in Publishing* (October

2018). In February 2019, in response to the publication of the Cairncross Review, he published a piece in *Press Gazette* about the need to build on the shared values between news publishers, platforms, government and the public.

IMPRESS was also mentioned in several media outlets including BBC News, BBC Radio 4, The Times, The Guardian, Private Eye, Daily Mail, Press Gazette, Hold the Front Page, and The Scotsman.

Services for regulated publishers and members of the public

At IMPRESS we regularly review our processes and systems to provide the most effective and efficient service for regulated publishers and members of the public. This year we launched several improvements and new benefits.

We completed our first survey of IMPRESS members in order to continually develop services that meet the needs of our regulated publishers.

We continued to produce regular newsletters and media updates to keep regulated publishers and other stakeholders informed about our work and the wider media landscape.

We developed a media partnership with Facebook that has enabled us to provide publishers with access to training, materials, resources and verification support.

We reviewed the confidential whistleblowing advice and reporting service that is operated on behalf of IMPRESS by the whistleblowing charity PROTECT. Two members of our regulatory team attended refresher training on best whistleblowing practice provided by PROTECT.

We provided training, webinars and content to our members on source analysis, social media, creating communities of interest around news, misinformation and trust signalling, as well as best practice when reporting on ongoing legal investigations.

We set up a Student Partnership Scheme. The first student publication to join the scheme was the Glasgow Sloth, the University of Strathclyde's student news outlet. As part of the scheme, IMPRESS staff delivered a training session on standards and ethics. We will continue to develop the scheme in 2019-20.

We organised meetings between our members and key stakeholders, including DCMS ministers and officials and Facebook, as part of our efforts to provide a better understanding of the potential and future needs of the independent news sector.

We simplified our annual subscription fees for regulated publishers to provide a fairer and more transparent system, which is directly linked to turnover from news publishing and related activities.

Finally, we launched our Online Services Hub, a system through which members of the public can complain and request arbitration. Publishers can also use the hub to easily apply to join IMPRESS, submit their annual compliance returns and monitor the progress of complaint and arbitration cases (see page 15 for more information).

Visit impress.press/services-hub to access IMPRESS services



Trust in Journalism Conference

In November 2018, we held our inaugural Trust in Journalism Conference in London, an event built around one of the core values of IMPRESS: supporting trust in journalism.

The themes

Panel sessions gave our members an opportunity to express their views on a number of different aspects of the independent news sector that add to the value of trust in journalism.

Discussions focussed on:

- Trust in journalism and how to retain it
- The balance between partisan and high-quality journalism
- The relationship between publishers, platforms and media policy
- Innovations and creative business models in the independent press industry



The speakers

Speakers included former Editor of the Guardian **Alan Rusbridger**, Managing Editor of *The Bureau of Investigative Journalism* **Rachel Oldroyd**, Editor-in-Chief of *openDemocracy* **Mary Fitzgerald**, journalist and broadcaster **Gavin Esler**, the Reuters Institute for the Study of Journalism's **Meera Selva**, LSE Media Professor **Damian Tambini**, Middlesex University Journalism Professor **Kurt Barling**, Director of ICNN **Emma Meese**, Director of the Ethical Journalism Network **Chris Elliott** and a group of IMPRESS Members (see page 13).



“If we try to say journalism deserves to survive and we need to command your respect, then **we surely need to convince people that there is a public interest that we are serving** and we are not just about making money”

Alan Rusbridger, former Editor of the *Guardian* – Keynote speaker at the 2018 Trust in Journalism Conference

The audience

The Trust in Journalism Conference attracted over 100 attendees, including IMPRESS members, media industry professionals, academics and media students, as well as public officials and researchers interested in the future of the media.



◀ Left to right: Emma Meese, ICNN; Damian Tambini, LSE; Rachel Coldicutt, Doteveryone

Left to right: Alastair Tibbitt, The Ferret; Meera Selva, Reuters Institute for the Study of Journalism ▼



▲ Peter Jukes, Byline





“This conference is about how can we produce journalism that is both engaged and authoritative. How can we rebuild the relationship between independent publishers and social media platforms? And what are the editorial and commercial innovations that are driving the independent sector?”

Jonathan Heawood, CEO of IMPRESS

IMPRESS members take the stage

The Trust in Journalism Conference provided a platform to debate the future of the independent journalism sector in the UK. The panels helped to showcase the diverse thinking and innovative approaches to journalism of our member publications, with speakers including *Byline's* Peter Jukes, Sarah Cheverton from the *Star & Crescent*, Vanessa Baird of *New Internationalist*, Alastair Tibbitt of *The Ferret*, and Daniel Ionescu of *Stonebow Media* taking their place on different panels.



▲ Mary Fitzgerald, *openDemocracy*

◀ Gavin Esler, *journalist and broadcaster*



The Trust in Journalism Conference 2019 will take place on 14 November in London.

For more information on the programme, speakers, tickets and how to get involved, please visit www.trustinjournalism.co.uk



IMPRESS Services

Membership benefits

Under the IMPRESS regulatory scheme, regulated publications have access to:



A progressive Standards Code

- The IMPRESS Standards Code promotes higher standards of journalism.
- It contains ten code clauses on journalistic practices, each of them with corresponding guidance.
- Our Standards Code was developed in consultation with publishers, journalists, stakeholder groups and the UK public about what they expect from Twenty-First Century journalism.

More information about our standards code and code review is overleaf.



Standards advice

- Free 'non-binding' advice and guidance on pre- and post-publication standards and compliance issues.
- An Advisory Notice Scheme that alerts publishers to specific requests for privacy and unwanted press intrusion from members of the public.



A professional complaints-handling service

- Support in establishing a speedy and transparent complaints-handling system that encourages publishers to correct and learn from mistakes.
- An independent complaints-handling service to resolve cases where members of the public are dissatisfied with the response of publishers to their complaint.



Protection from legal costs

- Our arbitration scheme is straightforward and free to access. It empowers publishers to publish the truth by providing a quick and cost-effective way of resolving legal disputes.
- Publishers can also get additional protection through our member insurance scheme by requesting a quotation from EC3 Insurance Brokers. The policy is underwritten by specialist media insurers Beezley UK and is designed to provide competitive and flexible cover for the risks faced by news publishing companies.



A thriving network of innovative and independent publishers across the UK

- Publishers regulated by IMPRESS join a group of independent news organisations across the UK, sharing knowledge, experiences and opportunities.



Membership resources

- Exclusive access to multimedia content, media policy updates, guidance, briefings, priority access to IMPRESS events, webinar and podcast programmes, and opportunities to meet relevant stakeholders.



Affordable fees

- Fees to join IMPRESS are 0.1% of annual turnover, starting at £50 a year.

For more information visit impress.press/join-impress

Online Services Hub

In March 2019, we launched our Online Services Hub, a straightforward and secure way for publishers and members of the public to access all of IMPRESS's services.

Services available through the Online Services Hub include:

For publishers:

- Apply to join IMPRESS
- Monitor the status of complaint and arbitration cases involving your publication
- Contact the IMPRESS team with other enquiries

For members of the public:

- Make a complaint about a publication regulated by IMPRESS
- Request an Advisory Notice for privacy and unwanted press intrusion
- Make a request for arbitration
- Complain about the service received from IMPRESS
- Monitor the status of your complaint or arbitration request
- Contact the IMPRESS team with other enquiries

To make the most of the services IMPRESS offers by signing up to the Online Services Hub, please visit: impress.press/services-hub

IMPRESS Standards Code

The IMPRESS Standards Code was created after a rigorous and transparent consultation process in 2016 and provides wide-ranging guidance for journalists regarding topics such as accuracy, transparency and how to approach sensitive stories concerning children or suicide when reporting. It is the first co-created Standards Code for the print and digital press in the UK.

Code review process

IMPRESS is committed to raising ethical standards in journalism in the UK. As part of this ongoing aim, in February 2019 IMPRESS launched an open Code Review process, inviting individuals and organisations to engage with the IMPRESS Standards Code and make a case to change or add to any aspect of the code or guidance. The Code Committee will review the submissions periodically.

From its inception, the IMPRESS Standards Code has been developed *with* and *for* the public.

As we seek to continuously improve our Standards Code, the launch of the code review this year was a further opportunity for the public to help to develop the code to reflect their concerns and the challenges of a changing digital environment and the new realities that face journalism today.

Potential changes to the code will also be considered at the full code review scheduled for 2022.

For more information on how to take part in the Code Review, visit impress.press/standards

Code clauses of the IMPRESS Standards Code:

- | | |
|-----------|-----------------------------------|
| 1 | Accuracy |
| 2 | Attribution and plagiarism |
| 3 | Children |
| 4 | Discrimination |
| 5 | Harassment |
| 6 | Justice |
| 7 | Privacy |
| 8 | Sources |
| 9 | Suicide |
| 10 | Transparency |

Who we regulate

IMPRESS continues to expand its group of regulated publications. In the year 2018-19, the number of regulated publications increased by 26%. The IMPRESS network of publishers includes news organisations from across the UK reaching more than 10 million readers each month, and reflects the diversity and creativity of the independent news sector.

IMPRESS publishers reach more than 10 million readers each month.

Types of publication



Figures above correspond to total number of regulated publications in March 2019.

See the updated list of our regulated publications at impress.press/regulated-publications

“IMPRESS has a critical role in helping to heighten the profile of independent publishers, and helping the public and stakeholders to understand what independent publishing is.”

Mat Hope, Editor of *DeSmog*



▲ Left to right, IMPRESS members:
David Floyd, Social Spider;
John Baron, West Leeds Dispatch;
Sarah Cheverton, Star and Crescent.

Regulatory report

Between 1 April 2018 and 31 March 2019, IMPRESS received **30** applications from publishers to join the Regulatory Scheme. **18** publishers successfully completed pre-regulation compliance assessments and entered into a Regulatory Scheme Agreement with IMPRESS. During the period covered by the annual report, IMPRESS received **39** complaints (of which **1** concerned a multiple complaint), **3** advisory notice requests and **2** requests for arbitration. In addition, IMPRESS commenced **1** investigation under its own initiative.

Applications to IMPRESS

In this past year, 30 publishers have applied to join IMPRESS. The total number of publisher applications to join IMPRESS received by 31 March 2019 is 126.

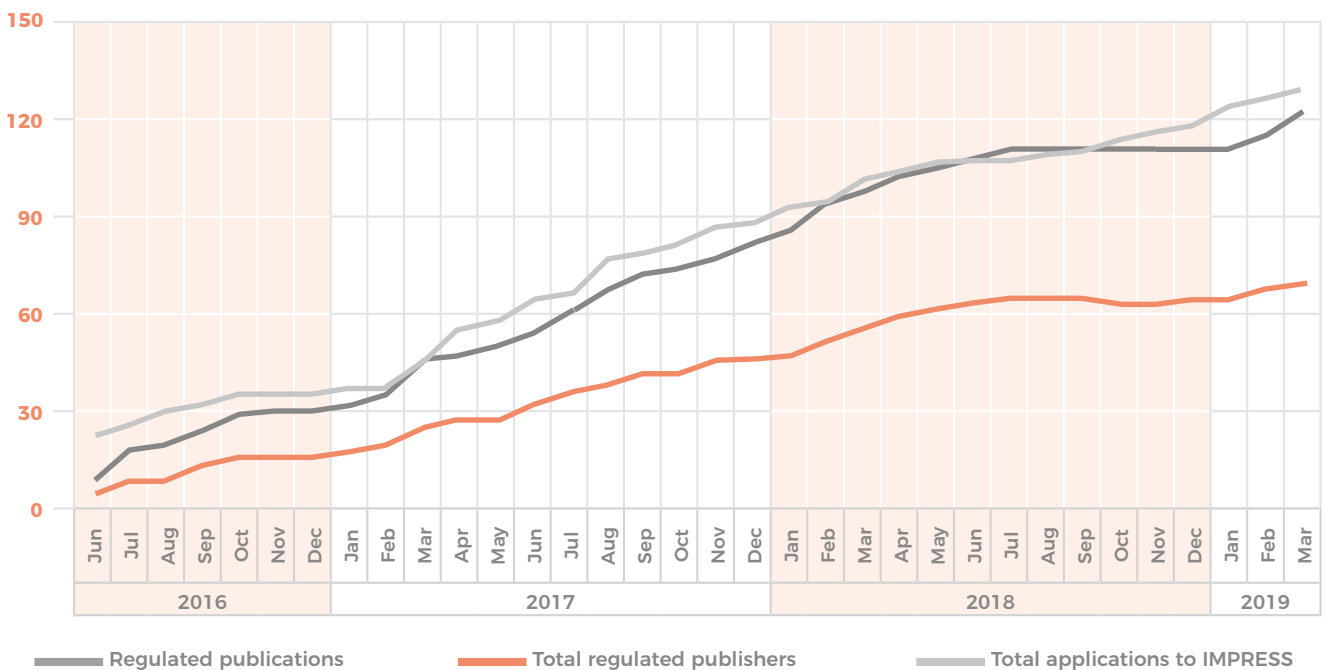
30 new publishers applied to join IMPRESS in 2018-19.

Regulated publishers

In this past year, 18 new publishers (38 publications) successfully completed pre-regulation compliance assessments and came under the remit of the IMPRESS Regulatory Scheme.

On 31 March 2019, 70 publishers (122 publications) were regulated by IMPRESS. This represents a 26% increase in publications regulated by IMPRESS compared to the previous year. In this same period, 6 publishers withdrew from the scheme.

26% increase in publications regulated by IMPRESS year on year.



Referrals to IMPRESS

1. Complaints

During the year ended 31 March 2019, IMPRESS received a total of 39 complaints. Out of these:

7 (18%) were accepted and investigated

13 (33%) were referred back to the publisher to resolve within the 21-day period allowed and resulted in the complainant withdrawing their complaint to IMPRESS

6 (15%) were related to a publisher not regulated by IMPRESS

3 (8%) were related to articles published prior to the publisher becoming regulated by IMPRESS

3 (8%) were outside the scope of the IMPRESS Regulatory Scheme*

5 (13%) were withdrawn by the complainant after being accepted by IMPRESS

2 (5%) are ongoing and yet to be resolved

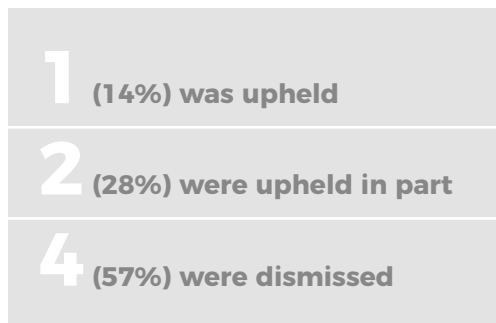
*These were:

- A complaint about a journalist's personal Twitter account
- A complaint about a publisher being partisan and alleged discriminatory comments made by readers about an article posted on Facebook
- A third-party alleging harassment of another person by a publisher on Twitter.

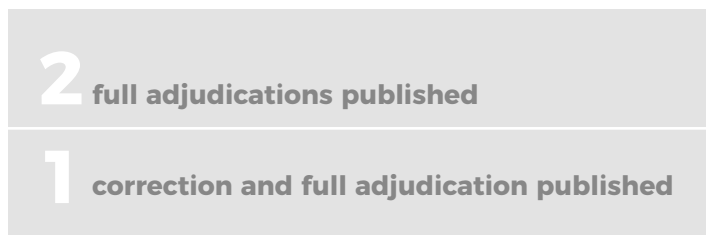


During the year ended 31 March 2019, 7 complaints were accepted, investigated and adjudicated.

Of the 7 complaints adjudicated:



Of the complaints that were upheld or upheld in part, the following sanctions and remedies were directed by the Committee:



Of the 7 complaints investigated by IMPRESS:



Note that some complaints can be related to more than one code clause.

- ▶ See complaint volumes for IMPRESS regulated publishers (per publication) in the year ended 31 March 2018 on pages 26-29.

Find out more at impress.press/complaints

Complaints case studies

When a complaint is accepted by IMPRESS, the result of the process is a ‘complaint adjudication’ issued by a Regulatory Committee of the IMPRESS board. All decisions are final.

During 2018-19, IMPRESS handled a variety of complaints regarding different clauses of our Standards Code. We include here two case studies, in which we summarise the decision process and outcome.

All complaint adjudications are made public on impress.press/regulation

Case I | 173/2018

Ms Moira McLaughlin and The SKWAWKBOX

Complaint: A directly affected party complained about accuracy and harassment regarding an article headlined, “EXCL: TIMES’ STAR WITNESS FOR WIRRAL ‘MILITANT’ BULLYING STORY - WASN’T PRESENT”, that first appeared on The SKWAWKBOX on 6 September 2018. A complaint was escalated to IMPRESS after the complainant had first complained to the publisher and was not satisfied with the final decision and action of the publisher.

Clauses: Accuracy 1.4 and Harassment 5.2 of the IMPRESS Standards Code.

Result and decision: Complaint upheld in part by the Committee. They found a breach of Clause 1.4, but no breach of Clause 5.2. The publisher was directed to publish a correction with a link to the full adjudication by the Committee at the top of the homepage.

Additional comments by the Committee:

- The article’s headline and the way the information was presented in the article could have led ordinary readers to believe that the complainant had claimed to the Sunday Times that she was an eyewitness, when in fact she was merely commenting on the alleged incident after the event. The Committee considered the effect was to suggest the complainant may have lied or was disingenuous and therefore misrepresented and/or distorted the facts.
- The publisher was pursuing a legitimate journalistic inquiry by calling back the complainant to clarify a point arising from a previous call to ensure accuracy. The complainant was a person who holds public office and the publisher apologised upon making the further phone call. The Committee considered, in this context, that the conduct did not meet the threshold required to breach the harassment clause.

Case II | 182/2018

Mr Paul Hearst and Evolve Politics

Complaint: A third party complained about the accuracy of an article headlined, “EXCLUSIVE: Tory DWP Secretary Esther McVey ‘fails to declare official link to shady £20m Political Campaigning Firm”, that first appeared on Evolve Politics on 3 November 2018. A complaint was escalated to IMPRESS after the complainant had first complained to the publisher and was not satisfied with the final decision and action of the publisher.

Clauses: Accuracy 1.1 and 1.2 of the IMPRESS Standards Code.

Result and decision: Complaint upheld by the Committee, who considered the publication had breached both clauses. The publisher was directed to publish the full adjudication by the Committee at the top of its homepage, having previously removed the article from its website.

Additional comments by the Committee:

- In cases where a person’s reputation is at stake and there could be a level of misinformation to the public and corresponding harm to the individual, seeking a response about an allegation and publishing that response is an important part of establishing the story’s veracity and serves as a final accuracy check before publication.
- There is no public interest justification that allows publishers to derogate from their responsibility to take all reasonable steps to ensure accuracy.
- The Code sets high journalistic standards that hold IMPRESS regulated publishers to account for their work and so sets them apart from individuals who post their own often controversial or challenging views on social media and participate in its many conversations.

Published complaint adjudications (during the year ended 31 March 2019)*

182/2018 Mr Paul Hearst and Evolve Politics

Publication: Evolve Politics

Date of complaint: 6 November 2018

Date complaint accepted: 20 December 2018

Date of adjudication: 13 February 2019

Relevant clauses: Accuracy 1.1 and 1.2 of the IMPRESS Standards Code

Outcome: Complaint upheld. Breach of Clauses 1.1 and 1.2. Publisher to publish the full adjudication.

173/2018 Ms Moira McLaughlin and The SKWAWKBOX

Publication: The SKWAWKBOX

Date of complaint: 6 September 2018

Date complaint accepted: 17 October 2018

Date of adjudication: 21 December 2018

Relevant clauses: Accuracy 1.4 and Harassment 5.2 of the IMPRESS Standards Code

Outcome: Complaint upheld in part. Breach of Clause 1.4. No breach of Clause 5.2. Publisher to publish correction alongside the full adjudication.

171/2018 Mr Wes Streeting and The SKWAWKBOX

Publication: The SKWAWKBOX

Date of complaint: 17 August 2018

Date complaint accepted: 3 September 2018

Date of Adjudication: 19 November 2018

Relevant Clauses: Accuracy 1.1, 1.2 and 1.4 of the IMPRESS Standards Code

Outcome: Complaint upheld in part. Breach of Clause 1.1. No breach of Clause 1.2 and 1.4. Publisher to publish the full adjudication.

147/2018 Mr Luke Smith and Evolve Politics

Publication: Evolve Politics

Date of complaint: 29 April 2018

Date complaint accepted: 26 September 2018

Date of Adjudication: 31 October 2018

Relevant Clauses: Accuracy 1.2 and 1.4 of the IMPRESS Standards Code

Outcome: Complaint dismissed. No breach.

148/2018 A person (the complainant) and Byline

Publication: Byline

Date of complaint: 18 May 2018

Date complaint accepted: 21 May 2018

Date of Adjudication: 28 August 2018

Relevant Clauses: Harassment 5.1; Justice 6.3; and Privacy 7.2 of the IMPRESS Standards Code.

Outcome: Complaint dismissed. No breach.

151/2018 Mr Graham Hindson and The SKWAWKBOX

Publication: The SKWAWKBOX

Date of complaint: 4 June 2018

Date complaint accepted: 4 June 2018

Date of Adjudication: 18 July 2018

Relevant Clauses: Accuracy 1.1, 1.2 and 1.3 of the IMPRESS Standards Code

Outcome: Complaint dismissed. No breach.

103/2017 Cllr Owens, Cllr John and Llanelli Online

Publication: Llanelli Online

Date of complaint: 6 November 2017

Date complaint accepted: 25 April 2018

Date of Adjudication: 14 June 2018

Relevant Clauses: Accuracy 1 of the IMPRESS Standards Code

Outcome: Dismissed. No breach.

*These complaints were accepted and the investigations were initiated in the 2017-18 financial year; they were then adjudicated in 2018-19.

2. Requests for arbitration

Our arbitration process: When a member of the public seeks legal redress and compensation from a publisher, they may make a request for arbitration as an alternative to going to court. Such requests must include a legitimate course of action against a publisher in one or more of the six areas covered by our scheme. An independent arbitrator then issues a binding arbitration award.

**Arbitration requests this year: 2
Arbitration awards: 1**

Defamation	Misuse of private information	Harrasment
Breach of confidence	Malicious falsehood	Breach of the Data Protection Act

3. Advisory notice requests

Our Advisory Notices process: Members of the public who are experiencing unwanted press intrusion may ask IMPRESS to issue a warning or advice to regulated publishers, which may be taken into account if a subsequent complaint is received.

During the year ended 31 March 2019, IMPRESS issued 3 advisory notices; 2 of which were in response to advisory notice requests.

3 advisory notices were issued within 24 hours of being requested.

Advisory notice requests issued (in the year ended 31 March 2019)

172/2018 Request on behalf of the family of a recently deceased person

Date of request: 22 August 2018

Date of notice: 22 August 2018

Request from a representative acting on behalf of the family of an individual who recently died to respect their privacy and not to exacerbate grief of the family by using any images from social media without their consent.

174/2018 Request on behalf of the family of a recently deceased person

Date of request: 7 September 2018

Date of notice: 7 September 2018

The family issued a statement regarding their loss and requested that their privacy be respected.

208/2019 Advisory Notice regarding the terrorist attacks in Christchurch, New Zealand

Date of request: 15 March 2019

Date of notice: 15 March 2019

IMPRESS advised regulated publishers to take particular note of the public interest, accuracy, children and privacy provisions of the Standards Code when reporting on the incident.

Find out more at impress.press/regulation

4. IMPRESS-initiated investigations

How IMPRESS-initiated investigations work: If IMPRESS becomes aware of a serious or systemic breach of the Standards Code or internal governance requirements by a regulated publication, we have powers to investigate a matter on our own initiative.

During the year ended 31 March 2019, IMPRESS commenced 1 preliminary standards investigation that has yet to conclude.

5. Standards advice

How Standards Advice works: If an IMPRESS publisher requires personalised advice and guidance on business practice, ethics or IMPRESS standards, they can contact IMPRESS.

During the year ended 31 March 2019, IMPRESS handled 9 publisher enquiries concerning IMPRESS standards.

Compliance process and procedures

Publishers that apply to join IMPRESS are required to go through a pre-regulation assessment to make sure they have put in place appropriate governance and complaints handling processes to comply with the terms of the Regulatory Scheme. These include:

- Speedy and easy to find internal processes to deal with complaints from members of the public
- Display of the IMPRESS Trust in Journalism logo and details of how to contact IMPRESS
- A whistleblowing policy that provides protection to journalists who expose wrongdoing
- A transparent internal governance structure
- Adherence to the IMPRESS Standards Code and Regulatory Scheme rules
- Participation in our compulsory Arbitration Scheme
- Letting employees and contributors know that the publication is now regulated by IMPRESS
- Systems for monitoring and recording complaints

Annual compliance returns

IMPRESS regulated publishers are required to submit annual compliance returns to re-confirm or update their internal governance structure, provide information about their internal complaints handling activity, and re-confirm their adherence to the IMPRESS Regulatory Scheme and Standards Code.



This information is important input for IMPRESS Annual Reports. The 2018-19 information is available on page 26.

Complaints in 2018-19

In the 2018-19 financial year, 18% of our publishers received complaints from members of the public. This amounts to a 5% drop in the number of publishers complained about in the 2017-2018 period.

44 corrections were made by publishers either as a direct result of complaints or through the publisher's own initiative. This too is a decrease on last year but reflects the fall in overall complaints received (54 corrections were issued in 2017-18). We are pleased our regulated publishers continue to proactively correct information in their publications and respond to issues when they are alerted to them by readers.

Of unique complaints made, 47% were upheld (compared to 55% in 2017-18). We consider this shows the willingness of IMPRESS publishers to consistently be accountable to their readers.

The top three complained about publishers were 5 Pillars, the Canary and The SKWAWKBOX. All three publishers resolved their complaints promptly and in line with their own complaints policies (see pages 26-29). We were also pleased to observe that all these publishers met the compliance requirements of the Regulatory Scheme.

Compliance checks

As part of our regular compliance checks, we have identified several compliance failures such as publishers failing to provide complainants with the contact details for IMPRESS or not having clear information about how to make an initial complaint. Non-compliant publishers represented less than 10% of all regulated publishers. All non-compliant publishers were notified of any failures and corrected them promptly.



Complaint volumes of IMPRESS regulated publishers (per publication) in the year ended 31 March 2019.

The information on this table is provided by each publisher as part of our annual compliance returns (see page 24 for more information).

Publisher	Publication(s)	Regulated from
5Pillars Media	5Pillars	05/04/2018
Bellingcat	BellingCat	15/05/2017
Bristol 24/7	Bristol 24/7	24/05/2017
	Bristol24/7 Magazine	24/05/2017
Brixton Media Limited	Brixton Blog	19/10/2016
	Brixton Bugle	19/10/2016
Byline Media Holdings Limited	Byline	14/09/2016
Canary Media Limited	The Canary	21/08/2017
CETMA LTD (West Wales Chronicle)	Llanelli Standard (online)	21/03/2019
	Llanelli Standard (print)	26/03/2019
	The West Wales Chronicle	21/02/2019
Climate Change News Ltd	Climate Home News	20/04/2018
Common Space	Common Space	03/03/2017
Cooltura24 Ltd	Cooltura 24	22/03/2017
Cornish Stuff	CornishStuff.com	05/01/2018
	Feed Me News	14/08/2018
Cranfield and Marston Vale Chronicle	Cranfield and Marston Vale Chronicle	23/01/2019
Crossing The Borders	Brexit Standard	14/03/2018
	Brexit Standard (print)	14/03/2018
Derby News	Derby News	03/07/2017
Descrifier Limited	The Descrifier	20/09/2017
DeSmog UK Limited	DeSmog UK	21/02/2018
Emerging Europe Ltd	Emerging Europe	17/10/2017
	Emerging Europe (quarterly print)	17/10/2017
Entwo Ltd	entwo.org	02/11/2017
Evolve Media LTD	Evolve Politics	23/11/2017
Gosport Globe CIC	The Gosport Globe	21/07/2017
Hastings Online Times	Hastings Online Times	16/06/2017
Hyperlocal News Ltd	Your Harlow	28/02/2017
	Your Thurrock	28/02/2017
Inside Moray	Inside Moray	29/11/2016
Iraq Business News Ltd	Iran Business News	20/02/2018
	Iraq Business News	20/02/2018
	Libya Business News	20/02/2018
Isle of Wight Observer Ltd	Isle of Wight Observer (online)	24/07/2018
	Isle of Wight Observer (print)	24/07/2018
IW Publications (The Irish World)	The Irish World (online)	28/08/2017
	The Irish World (print)	28/08/2017
JNPMedia Ltd	Politics Means Politics	05/03/2018
Keynsham & Saltford Times Ltd	The Week In - Newspaper (NE Somerset & East Bristol)	31/10/2016
	The Week In - Online (NE Somerset and E Bristol)	31/10/2016
Left Foot Forward	Left Foot Forward	25/01/2019
Lighthouse Media (C.I) Limited (Bailiwick Publishing)	Connect Guernsey	30/04/2018
	Connect Jersey	30/04/2018
	Express Guernsey	30/04/2018
	Express Jersey	30/04/2018
Llanelli Life	Llanelli Life	08/02/2019
Llanelli Online	Llanelli Online	15/08/2017
Local Communications Ltd	Denton Correspondent (online)	26/03/2019
	Hyde Correspondent (online)	26/03/2019
	Mossley Correspondent (online)	03/07/2017
	Mossley Correspondent (print)	03/07/2017
	Royton Correspondent (online)	21/09/2018
	Royton Correspondent (print)	21/09/2018
	Saddleworth Independent (online)	03/07/2017
	Saddleworth Independent (print)	03/07/2017
	Shaw and Crompton Correspondent (online)	19/10/2017
	Shaw and Crompton Correspondent (print)	19/10/2017
	Stalybridge Correspondent (online)	29/09/2017
	Stalybridge Correspondent (print)	29/09/2017
Make Some Noise Communications Ltd	Gedling Eye	15/07/2016

Publisher	Publication(s)	Regulated from
Media Bath Limited	Bath Echo (online)	11/03/2019
My Turriff	My Turriff	15/07/2016
Nailed (Belper Alternative News)	Nailed	22/09/2017
Network Norwich & Norfolk (part of Christian Community Trust for Norwich & Norfolk)	Good News for Norwich & Norfolk	02/03/2018
	Network Norwich & Norfolk	02/03/2018
New Internationalist Publications Ltd	New Internationalist Magazine	11/08/2016
	New Internationalist (online)	11/08/2016
On the Wight	On the Wight News	28/04/2017
Opus Independents Ltd	Now Then (Sheffield print edition)	03/08/2017
	Now Then Magazine (Manchester)	03/08/2017
	Now Then Magazine (Sheffield)	03/08/2017
PBT Media Relations	Formby Reporter	09/06/2016
	Liverpool Reporter	09/06/2016
	Mersey Reporter	09/06/2016
	Southport Reporter	09/06/2016
Planet: the Welsh Internationalist (Berw Ltd)	Planet Extra	29/06/2018
	Planet: the Welsh Internationalist (online)	29/06/2018
	Planet: the Welsh Internationalist (print)	29/06/2018
Plant Based News LTD	Plant Based News	22/03/2019
Polish Media London Ltd	Cooltura (print)	22/03/2017
	Polskie Radio Londyn	22/03/2017
Post Newspapers Ltd	Bognor Regis Post Newspapers (online)	18/12/2017
	Bognor Regis Post Newspapers (print)	18/12/2017
	Chichester Post Newspapers (online)	18/12/2017
	Chichester Post Newspapers (print)	18/12/2017
Progress Publishing Ltd	Bedford Independent	26/11/2018
	Bedford Independent (online)	05/11/2018
Ragged Trouser Productions Limited	Cornwall Reports	21/07/2017
RightsInfo	RightsInfo	30/04/2018
SAAZ Digitech Ltd	Asian Lite (online)	10/05/2018
	Asian Lite newspaper	10/05/2018
Shetland News Online Ltd	Shetland News	19/10/2016
Shropshire Live LLP	Shropshire Live	03/06/2016
Small City, Big Personality	Small City	05/01/2018
	Small City, Big Personality	05/01/2018
So Counties	So Cheshire	12/12/2018
Social Spider CIC	Enfield Dispatch (online)	26/10/2018
	Enfield Dispatch (print)	30/10/2018
	Tottenham Community Press (online)	26/10/2018
	Tottenham Community Press (print)	30/10/2018
	Waltham Forest Echo (online)	14/07/2016
	Waltham Forest Echo (print)	14/07/2016
South Molton & District News	South Molton & District News	05/09/2016
Star & Crescent Community Media CIC	Star & Crescent	15/02/2018
Stonebow Media Limited	Lincolnshire Reporter	13/07/2016
	The Lincolnite	13/07/2016
The Ferret Media Ltd	The Ferret	16/06/2016
The Guildford Dragon	The Guildford Dragon NEWS	02/12/2017
The Isle of Thanet News	The Isle of Thanet News (online)	26/02/2019
	The Isle of Thanet News (print)	26/02/2019
The Lochside Press	The Lochside Press	03/11/2017
The SKWAWKBOX	The SKWAWKBOX	01/10/2017
Union News	union-news.co.uk	18/12/2017
VIEW/digital	View Magazine	01/06/2016
	VIEW/digital	01/06/2016
WBO MEDIA LIMITED	Wielka Brytania Online	19/03/2019
Wendover News Ltd	Wendover News (online)	28/06/2017
	Wendover News (print)	28/06/2017
West Leeds Dispatch	West Leeds Dispatch	13/03/2017
		TOTAL

Board

IMPRESS is governed by a board with a wealth of skills and experience. Appointed by an independent Appointment Panel, the chair and board members of IMPRESS meet regularly and adjudicate all complaints escalated to the board. The board has ultimate responsibility for IMPRESS's strategic planning and oversees the delivery of this strategy by working closely in collaboration with the CEO and executive team.

Board members



Walter Merricks CBE (Chair) was the first Chief Ombudsman of the Financial Ombudsman Service, with responsibility for an organisation of 1,500 staff and a £90m budget. He is currently Chair of the law reform charity Justice and a member of the Civil Aviation Authority's consumer panel. He has just completed a six-year term as a member of the board of the Gambling Commission and has been involved in dispute resolution and regulation in the fields of legal services, healthcare, insurance, energy and intellectual property, among others. He has also worked as a legal journalist and academic.



Deborah Arnott is Chief Executive of Action on Smoking and Health (ASH), which has a reputation as one of the UK's most effective campaigning charities. She was awarded the Alwyn Smith prize by the Faculty of Public Health for her role in getting the ban on smoking in public places. After gaining an MBA from Cranfield and working in print and TV journalism, she set up and ran the Financial Service Authority's consumer education function. As a producer and programme editor in current affairs and documentaries she developed and ran a wide range of programmes for ITV and Channel 4.



Iain Christie is a mediator, facilitator and actor with a background as a barrister in human rights and media law. After 17 years at the media and entertainment law chambers 5RB, he is now an Associate Member of 4-5 Gray's Inn Square, having previously served as a legal adviser in HM Diplomatic Service. Iain is joint founding Editor of *Tugendhat and Christie: The Law of Privacy and the Media*, Secretary of the Civil Mediation Council and Vice-Chair of the Independent Decision-making Body of the Bar Standards Board.



Martin Hickman is a journalist and publisher who is passionate about press freedom and ethics. He is managing director of publishing house Canbury Press, which specialises in contemporary non-fiction books. In a 20-year career in local and national news, he worked as a reporter or editor for the Press Association, Reuters, and The Independent, where he was deputy news editor. In 2012, he co-authored a best-selling book about the phone hacking scandal, *Dial M for Murdoch*. Martin retired from the board on 31 March 2019.



Emma Jones is a writer and journalist. She is a regular columnist and reporter and interviewer for *The New European*. Emma is a former editor of *Smash Hits* magazine. As a news and showbusiness reporter, she worked for the *Sunday Mirror*, *Mail on Sunday* and the *Sun* (youngest Fleet St. columnist and *Bizarre* Deputy Editor.) Her television work includes live presenting for Channel Four and ITV. Emma is Deputy Chair of Governors at Tidemill Academy, in Deptford, London.



David Leigh was Anthony Sampson Professor of Reporting at City, University of London 2006-18. Until he retired from the paper in 2013, he was investigations editor at the *Guardian* for 13 years. In a journalism career spanning over 40 years he also worked for *The Observer*, *The Times*, *The Scotsman*, Granada TV, Thames TV and the *Washington Post*. He has won numerous journalism awards including Investigation of the Year 2015 (British Journalism Awards), Lifetime Achievement Award 2013, Global Investigative Journalism Network, and awards at the British Press Awards in 1979, 1996 and 1997. His latest book is *Investigative Journalism – a survival guide*.



Máire Messenger Davies is Emerita Professor of Media Studies at Ulster University. After working as a journalist on UK regional newspapers and magazines, she gained a psychology PhD studying how people learn from television. She has taught in media schools in Boston, Cardiff & London and has conducted research with Ofcom, IBA, Broadcasting Standards Commission, BBC and DCMS. She is a fellow of the Royal Society of Arts and has served on the boards of the Children's Media Foundation and the Voice of the Listener and Viewer. She is author of several books, including *Television is Good for Your Kids*.



David Robinson (Treasurer and senior independent board member) is non-executive Director and Audit Committee Chair of Forester Life (UK), lay member of the Investigations Committee of the Institute of Chartered Accountants of Scotland and a Trustee of diversity charity, 'Changing the Chemistry'. He is the former chair of insurer Engage Mutual, former governor and Audit and Risk Committee Chair of Heriot-Watt University, Edinburgh and former Chair of the start-up charity 'Smalls for All'. An actuary, he was the founder and former CEO of life insurer Bright Grey and previously UK Marketing Director of insurer Scottish Provident.



Patrick Swaffer is President of the British Board of Film Classification, the independent non-statutory body which provides trusted classification for film and video. He also sits as a recorder in the Crown Court and is a partner in Media Compliance Services. He was a solicitor for more than 30 years with the firm Goodman Derrick, specialising in media law and working principally with broadcasters and book publishers. He frequently advised such clients when disputes arose regarding contentious material both prior to and after publication.



Andrea Wills has exceptional experience in broadcasting regulation, standard setting, and investigating serious editorial failings in the UK and Australia. She was Independent Editorial Adviser to the BBC Trust and investigated over 60 complaints about BBC content over the decade it existed. She began her career as a journalist and news editor in local radio, moved to television as an executive producer, before joining the BBC's Editorial Policy team as its Chief Adviser. In Australia she worked for the ABC in Sydney, conducting independent reviews of broadcast content, developing editorial and media ethics standards, and training senior journalists. Andrea is on the Appeals Panel for the Video Standards Council Rating Board and is a board member with the Bristol based Learn@ Multi-Academy Trust.

Code Committee

Máire Messenger Davies (Chair until Sept 2019)
Andrea Wills (Chair from Sept 2019)
Vanessa Baird
Iain Christie
Jonathan Collett
Emma Jones
Walter Merricks CBE
Gavin Phillipson
Matt Walsh
Lorna Woods
Paul Wragg

Finance & Audit Committee

David Robinson (Chair)
Deborah Arnott
Richard Fass
James Flint
Walter Merricks CBE

Appointment Panel

Caroline Instance (Chair)
Jean Gray (from March 2018)
Chris Kenny
Walter Merricks CBE
Tom Murdoch
David Robinson
Damian Tambini
Aidan White (until March 2019)

Business Development & Communications Committee

Deborah Arnott (Chair)
David Robinson
Walter Merricks CBE

More information about how IMPRESS is governed and board meeting minutes are available on: impress.press/about-us

Staff



Jonathan Heawood (Chief Executive Officer) began his career as a journalist at the *Observer* and went on to spend seven years as Director of English PEN, where he campaigned successfully for free speech and media freedom. He co-founded the Libel Reform Campaign, which was shortlisted for a Liberty Human Rights Award, and sat on the Ministry of Justice Working Group on Libel Reform. Jonathan has written for newspapers and magazines including the *Telegraph*, *Independent*, *Guardian*, *London Review of Books*, *Prospect* and *New Statesman*, and journals including *Critical Quarterly*, *Ethical Space*, *Journal of Media Law*, *Communications Law*, *Information Polity* and *The British Journalism Review*. He has also given evidence to several Parliamentary select committees and is regularly invited to speak at conferences in the UK and internationally. He is an Honorary Visiting Fellow at Stirling University, a Leadership Fellow at St George's House, Windsor, and a Trustee of the Stephen Spender Trust.



Ed Procter (Chief Operating Officer) is the former Chief Executive of Sport Resolutions, which over a nine-year period he established to become the premier independent arbiter of sport disputes in the United Kingdom. Before that he led the delivery of legal aid in the South East in his role as Regional Director of the Legal Services Commission and was Head of Monitoring at Sport England. He is a regulatory and compliance professional who has also worked in the criminal justice system, advertising and newspaper industries.

Business Manager & Company Secretary: Lee Hall

Complaints and Investigations Manager: Lexie Kirkconnell-Kawana

Communications and Engagement Manager: Clara Aguirre

Complaints Executive: Sonia Giga

Business and Communications Officer: Alexandra Ward

Special thanks go to former IMPRESS Business Development Manager Konsta Saastamoinen who left in April 2019, and Administrative Assistant Sarah Power who left in June 2019.

Regulated publications

- 5Pillars
- Asian Lite International (online)
- Asian Lite International (print)
- Bailiwick Express Guernsey (online)
- Bailiwick Express: Guernsey Edition (print)
- Bailiwick Express Jersey (online)
- Bath Echo (online)
- Bath Echo (print)
- Bedford Independent (online)
- Bedford Independent (print)
- BellingCat
- Bognor Regis Post (online)
- Bognor Regis Post (print)
- Brexit Standard (online)
- Brexit Standard (print)
- Bristol 24/7 (online)
- Bristol 24/7 Magazine (print)
- Brixton Blog
- Brixton Bugle
- Byline
- Chichester Post (online)
- Chichester Post (print)
- Climate Home News
- Common Space
- Connect Guernsey (print)
- Connect Jersey (print)
- Cooltura 24 (online)
- Cooltura (print)
- Cornish Stuff
- Cornwall Reports
- Cranfield and Marston Vale Chronicle (online)
- Cranfield and Marston Vale Chronicle (print)
- Denton Correspondent (online)
- Denton Correspondent (print)
- Derby News
- DeSmog UK
- East Devon News
- Emerging Europe (online)
- Emerging Europe (quarterly print)
- Enfield Dispatch (online)
- Enfield Dispatch (print)
- ENTWO
- Evolve Politics
- Exeter Observer
- Formby Reporter
- Gedling Eye
- Good News for Norwich & Norfolk Newspaper (print)
- Hastings Online Times
- Hyde Correspondent (online)
- Hyde Correspondent (print)
- Inside Moray
- Iran Business News
- Iraq business News
- Isle of Wight Observer (online)
- Isle of Wight Observer (print)
- Left Foot Forward
- Libya Business News
- Lincolnshire Reporter
- Liverpool Reporter
- Llanelli Online & Wales News Online
- Llanelli Standard (online)
- Llanelli Standard (print)
- Mersey Reporter
- Mossley Correspondent (online)
- Mossley Correspondent (print)
- My Turriff
- Nailed
- Network Norwich & Norfolk
- New Internationalist (online)
- New Internationalist Magazine (print)
- Novara Media
- Now Then Magazine – Manchester (online)
- Now Then Magazine – Sheffield (online)
- Now Then Magazine – Sheffield (print)
- On The Wight
- Planet Extra
- Planet: the Welsh Internationalist Magazine (online)
- Planet: the Welsh Internationalist Magazine (print)
- Plant Based News
- Politics Means Politics
- Polskie Radio Londyn
- Reigate.uk
- RightsInfo
- Royton Correspondent (online)
- Royton Correspondent (print)
- Saddleworth Independent (online)

- Saddleworth Independent (print)
- Shaw and Crompton Correspondent (online)
- Shaw and Crompton Correspondent (print)
- Shetland News
- Shropshire Live
- Small City Big Personality
- So Cheshire
- So Derbyshire
- South Molton & District News
- Southport Reporter
- Stalybridge Correspondent (online)
- Stalybridge Correspondent (print)
- Star & Crescent
- The Bellman
- The Canary
- The Conversation
- The Descrier
- The Ferret
- The Gosport Globe
- The Guildford Dragon News
- The Irish World (online)
- The Irish World (print)
- The Isle of Thanet News (online)
- The Isle of Thanet News (print)
- The Lincolnite
- The Lochside Press
- The SKWAWKBOX
- The Week In - NE Somerset & East Bristol (online)
- The Week In - NE Somerset & East Bristol (print)
- Tottenham Community Press (online)
- Tottenham Community Press (print)
- union-news.co.uk
- Unity News Network
- VIEW/Digital
- View Magazine (print)
- Waltham Forest Echo (online)
- Waltham Forest Echo (print)
- Wendover News (online)
- Wendover News (print)
- West Leeds Dispatch
- West Wales Chronicle
- Wielka Brytania Online
- Wycombe Today
- Your Harlow
- Your Thurrock

Note: correct at time of print,
October 2019

Visit impress.press/regulated-publications for details about
all the publications regulated by IMPRESS.

“IMPRESS offers Star & Crescent the highest quality press regulation in the country, ensuring that we work to a higher standard. This offers our readers confidence in an age of public uncertainty about ‘fake news’ and trust in media, which we otherwise could not offer.”

Sarah Cheverton, Editor of Star & Crescent

“IMPRESS actively and practically helps its members maintain and improve journalistic standards and therefore contributes to both developing trust in media and protecting journalistic freedom. At New Internationalist we have found that IMPRESS really understands the challenges facing independent media in today’s landscape, where the digital revolution enables but also threatens survival.”

Vanessa Baird, Co-Editor of New Internationalist

“The support IMPRESS have given us from day one has been encouraging and comforting. As a young publisher we are still to realise our true potential, but IMPRESS continues to give us the confidence and support we need to do just that.”

Paul Hutchinson, Editor of the Bedford Independent





The Independent Monitor
for the Press

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