

# IMPRESS

## Criteria 21: Annual Report Template

Please note: all content in this template is for illustrative purposes only.

### Criteria 21 (a)

#### 1. PARTICIPATING PUBLISHER NUMBERS

- 40 new applications received
- 35 publishers regulated by IMPRESS
- 90 publications regulated by IMPRESS (70% increase on 2015-16)

### Criteria 21 (e)

#### 2. TYPES OF REFERRAL TO IMPRESS

Complaint	276
Serious Breach Investigation	3
Request for Arbitration	10
Advisory Notice Request	8
<b>Total Referrals</b>	<b>297</b>

## Criteria 21 b) (i)

### 3. COMPLAINT VOLUMES

- 298 complaints handled by participating publishers (of which 10 were multiple complaints)
- 276 complaints received by IMPRESS (of which 35 were multiple complaints)
- 127 complaints accepted by IMPRESS (of which 18 were multiple complaints)

## Criteria 21 a and b) (i)

### 4. IMPRESS PARTICIPATING PUBLISHER – COMPLAINT VOLUMES

<b>Publisher</b>	<b>Publication</b>	<b>Date Applied to IMPRESS</b>	<b>Regulated by IMPRESS from</b>	<b>Complaints handled by Publisher</b>	<b>Complaints Accepted by IMPRESS</b>	<b>Accepted Complaints Upheld by IMPRESS</b>
Associated Online	Daily News	01/11/15	01/06/16	12	4	2 (50%)
Associated Online	News Mag UK	01/11/15	01/06/16	5	1	0 (0%)
Brighton Tabloid	Brighton Today	10/01/16	01/06/16	47	12	3 (25%)
Glasgow Press	Go Glasgow	11/01/16	01/06/16	36	8	2 (25%)
<b>ALL</b>				<b>100</b>	<b>25</b>	<b>7 (28%)</b>

## 5. REASON COMPLAINT REFRRALS NOT ACCEPTED BY IMPRESS

Publication not regulated by IMPRESS	47
Complaint out of time	1
Complaint does not engage Standards Code	6
Complaint from representative group - not in public interest	3
Complaint from third party – does not engage accuracy	18
Repeat complainant	0
Without justification	0
Attempt to lobby	3
Other	2
<b>Total</b>	<b>80</b>

### Criteria 21 b) (ii) (iii)

## 6. IMPRESS COMPLAINT ADJUDICATIONS

- 109 complaints adjudicated by IMPRESS
- 39 complaints dismissed
- 70 complaints upheld

## 6.1 CODE CLAUSE BREACHED BY SANCTION

	Correction	Apology	Publication of Adjudication	Fine
Accuracy	100	10	1	0
Privacy	0	10	5	3
Harassment	0	0	0	10
Intrusion into grief or shock	0	6	2	4
Reporting Suicide	0	0	0	0
Children	10	5	1	2
Children in sex cases	0	0	0	0
Hospitals	0	0	0	0
Reporting of crime	0	0	0	0
Clandestine devices & subterfuge	0	0	1	1
Victims of sexual assault	0	0	0	0
Discrimination	0	12	4	0
Financial Journalism	0	0	0	0
Confidential sources	0	0	0	0
Witness payments in criminal trials	0	0	0	0
Witness payments in criminal trials	0	0	0	0
Payment to criminals	0	0	0	0
<b>TOTAL</b>	<b>110</b>	<b>43</b>	<b>6</b>	<b>3</b>

## Criteria 21 (b) iii

### 6.2 IMPRESS ADJUDICATIONS - COMPLAINT UPHELD

Parties	Date of Referral	Date of Adjudication	Code Clauses Breached	Sanction
JS vs Associated Online	01/09/16	21/11/16	Clause 1 Accuracy	Correction
PB vs Associated Online	01/11/16	01/12/16	Clause 1 - Accuracy	Correction
LP vs Brighton Tabloid	10/01/16	01/06/16	Clause 2 - Privacy	Apology, Publication of Adjudication
MC vs Glasgow Press	11/01/16	01/06/16	Clause 3 - Harassment  Clause 6 – Children  Clause 8 - Hospitals	Apology, Fine of £5,000

## Criteria 21 (b) (ii)

### 6.3 IMPRESS ADJUDICATIONS – COMPLAINT DISMISSED

Parties	Date of Referral	Date of Adjudication	Code Clauses Breached	Reason for dismissal
PB vs Associated Online	01/09/16	21/11/16	Clause 1 Accuracy	Article was clearly a comment piece
TS vs Associated Online	01/11/16	01/12/16	Clause 1 - Accuracy	Accuracy verified by an independent expert
QD vs Brighton Tabloid	10/01/16	01/06/16	Clause 2 - Privacy	Public interest exception applied
MC vs Glasgow Press	11/01/16	01/06/16	Clause 3 - Harassment	Behaviour of journalist was not deemed to be harassment

## Criteria 21 (c)

### 7. IMPRESS SERIOUS BREACH INVESTIGATIONS COMPLETED

Publisher	Publication	Date of Referral	Date Investigation Concluded	Summary of Allegations	Result of investigation
Associated Online	Daily News	01/09/16	21/11/16	Phone hacking	No case to answer
Associated Online	News Mag UK	01/11/16	01/12/16	Journalist dismissed for using whistle blowing hotline	No case to answer
Brighton Tabloid	Brighton Today	10/01/16	01/06/16	Culture of making up quotes to embellish news stories	Fine of £10,000
Glasgow Press	Go Glasgow	11/01/16	01/06/16	Multiple complaints of harassment by journalists	Fine of £20,000

## Criteria 21 (e)

### 8. IMPRESS ARBITRATION AWARDS PUBLISHED

Parties	Date Arbitration Commenced	Date of Award	Summary of Claim	Summary of Award
TP vs Daily News	01/09/16	21/11/16	Harassment	Claim dismissed
Fine Wine Ltd vs Go Glasgow	01/11/16	01/12/16	Defamation	Claimant awarded £2,000 damages and £3,000 costs

## Criteria 21 (e)

### 9. IMPRESS PUBLISHER COMPLIANCE REPORT

An overview report of the adequacy and effectiveness of compliance processes and procedures adopted by subscribers. To include:

- Introduction
- Overview of participating publishers
- Summary table of compliance status of participating publishers
- Description of compliance activity undertaken by IMPRESS
- Description of key compliance issues identified by IMPRESS
- Recommendations
- Action Plan
- Conclusions

NB. IMPRESS is developing a CRM system which includes a case management module. All the reports required by the Royal Charter will be available as standard reports in the CRM system.