



IMPRESS

PRP

APPROVED
REGULATOR

THE INDEPENDENT MONITOR
FOR THE PRESS



2020/ 2021

ANNUAL REPORT



Contents

Welcome to the IMPRESS Annual Report 2020-21. In these pages, you will find an overview of our regulatory services, public interest and public engagement activities between 1 April 2020 and 31 March 2021. More information and digital versions of our previous annual reports are available at www.impress.press.

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The view from the Chair

This is the fifth IMPRESS annual report that I have been privileged to introduce, and it will be my last as my term of office will finish at the end of March 2022. In my first report, I was able to record the fact that we had been recognised by the Press Recognition Panel as meeting the standards of independence and effectiveness to be an approved regulator. As the PRP recently pointed out, the system of press regulation designed to protect the public recommended by the Leveson Inquiry has not been fully developed. Key elements of the framework are absent. The large national news publishers have effectively persuaded government to erase the Leveson report from history.

Some observers might have concluded that a body like IMPRESS, committed to observing the Leveson framework and working within it, would have no support and no future in the face of not merely lack of cooperation, but active hostility from the national press. Other commentators have pointed out that it is national press titles who were and still are the subject of public concern about press standards. They say that if IMPRESS doesn't regulate the larger players in the space its impact will be marginal. **But in the last five years we have demonstrated to the doubters and to those who aimed to bury IMPRESS that we are alive and well, gaining valuable experience, and are here to stay.** History teaches us that every couple of decades an unaccountable press forgets the lessons it claims to have learned and external intervention becomes inevitable.

IMPRESS is therefore a long-term project. We are an established part of the press regulatory landscape. In the coming years, the extent of our impact and our influence will grow as the demand for trusted high quality news journalism also grows. **We aim to be a leader in setting media standards for the digital age, a subject of increasing public interest as concern over online harms increases.**

Last year I reported that our founding CEO Jonathan Heawood had taken up his role as Executive Director on secondment at the newly established Public Interest News Foundation. His position at the Foundation has now become permanent so we say a fond and immensely grateful farewell to Jonathan. IMPRESS was his creation. It was his vision, energy and determination that turned a mind's eye project into reality. It is given to few people to be able to record the achievement of creating not one, but two significant national institutions.

I take this opportunity also to thank all the board and committee members who worked with me over the past five years. They have brought a wealth of experience from different walks of life. Inevitably, it has not all been plain sailing and being an IMPRESS board member has not always been a comfortable place to be. I would like to thank our hugely talented staff team for their continued hard work and dedication, and I pay tribute to Ed Procter, our CEO, for his calm and effective leadership of the team and his skilful management of the organisation.

On behalf of IMPRESS, I would also like to pay respects to our late patron **Sir Harry Evans**, a champion of public interest investigative journalism and fierce supporter of more effective press regulation, who sadly passed away in September 2020. I would like to pay tribute to privacy campaigner Max Mosley, who also sadly died this year. He played a vital role in supporting the Leveson Inquiry's call for more accountable press regulation, through the Alexander Mosley Charitable Trust's support of the Independent Press Regulation Trust.

Finally, I thank the IMPRESS Appointment Panel for having selected me to lead this exciting and fulfilling venture that has engaged my intellectual and emotional energies to the fullest extent. It now falls to the Panel to identify my successor. To them I will hope to leave an organisation in good heart, bent on pursuing its historic mission as the first, and so far the only, truly independent press regulator the United Kingdom has ever had.



Walter Merricks

Walter Merricks CBE
Chair

October 2021

The view from the CEO

During the past year we have relied heavily on truth-telling journalism to help us make sense of a fast-moving global pandemic at local, national and international levels. It was especially heartening, therefore, to see so many publishers demonstrate their commitment to being accountable to their readers and the wider public by signing up to IMPRESS.

Now in our fifth year since we first became recognised in law as an independent and effective regulator by the Press Recognition Panel, we have steadily built up a membership of **109 publishers** and **193 news publications**, reaching **16 million people** each month from the Channel Islands, through all regions of England, Wales, Northern Ireland and Scotland, as far north as the Shetland Islands. In the past year alone, we brought an additional 60 newspapers and news sites into Royal Charter approved regulation and we have ambitions to expand our scheme further in the years ahead. I am very proud of our status as **the UK's only officially approved press regulator** and believe that it gives us a strong mandate to lead a public debate on journalism standards and ethics.

This year we launched a **comprehensive review of the rules and guidance that govern the editorial decision-making of the publishers that we regulate**. If high quality journalism is to survive and thrive in the digital era, we must protect its integrity and we must ensure that it clearly distinguishes itself from low-quality online content by virtue of its accuracy, transparency, non-discriminatory content and public interest credentials. This is why we began

such a wide-ranging consultation on our Standards Code with various stakeholders.

IMPRESS plays an important role in showcasing better media regulation and in highlighting the relationship between well-regulated journalism and public trust. It was a pleasure to discuss those themes with a global audience of **more than 700 delegates at our annual Trust in Journalism Conference** in autumn 2020. We want to ensure that regulators protect both the freedom and integrity of journalism and the rights of individuals to be protected from misinformation, discrimination and invasive reporting. This is why we played such an active role in responding to the Government's proposed Online Safety Bill. We support the Bill's plan to exempt and protect journalism. However, we are concerned that these exemptions and protections apply equally to poor quality, unregulated and unaccountable journalism as they do to high quality, well regulated, accountable journalism.

Having made such strong progress over the past five years, IMPRESS is now finalising its strategy for the next five-year cycle. We look forward to **continuing our mission to build public trust in news** through the promotion of high ethical standards which ensure audiences receive truthful, accurate and reliable information. We have exciting plans to grow our membership and develop new services, to raise standards and to improve the public's knowledge and understanding about ethical journalism and their rights of redress.

The fact that IMPRESS is still

going strong and has such a bright future is largely down to the strong leadership of our Chair Walter Merricks CBE who stands down from the Board in March 2022 after nearly seven years at the helm. Walter's unrivalled regulatory experience was crucial in ensuring IMPRESS was built on strong foundations. On behalf of the staff, Board and all those associated with IMPRESS, I would like to thank Walter sincerely for all the support and wisdom he has given us over the years. He will be a difficult act to follow but he leaves IMPRESS in good shape with an experienced and energetic board, a talented staff team and a growing community of publishers who are committed to publicly accountable regulation.

It is ten years since the Leveson Inquiry began its work and I am pleased to report that Sir Brian Leveson's vision of a press regulator, independently audited and recognised by an oversight body that the press industry has no control over is alive and well through the work of IMPRESS.



Ed Procter
CEO
October 2021

About IMPRESS

IMPRESS is an independent press regulator, media standards setter and dispute resolution service provider.

We work on behalf of the public and publishers to improve print and digital news reporting and content standards in the UK. We support news providers to develop and professionalise their internal governance processes and operations, so that they are accountable to their readers and can build trust with them. We also provide guidance and resources for publishers to strengthen their editorial decision-making and content quality to ensure that they are working to high standards.

The IMPRESS network of regulated publishers continues to grow. At the time of print, we regulate over 190 digital and print publications across the UK, reaching more than 16 million readers each month. Our regulated publishers provide vital information for a wide variety of audiences, including hyperlocal and local communities, inner-city areas, underserved and diverse communities, and niche and special interest groups. Find out more about who we regulate on pages 20-21.

Being regulated by IMPRESS means operating ethically

Being an ethical publisher under our approved system of self-regulation means a publisher:

- Is operating transparently.
- Has robust systems in place to deal with complaints and compliance.
- Adheres to the IMPRESS Regulatory Scheme and Standards Code.

Our funding and recognition status

IMPRESS receives core funding from the Independent Press Regulation Trust (IPRT), a charity established to fund Royal Charter approved regulation. This funding is guaranteed by the Alexander Mosley Charitable Trust (AMCT) under a separate agreement with the IPRT that IMPRESS is not a party to.

IMPRESS funding arrangements are regularly audited by the Press Recognition Panel (PRP). These reviews ensure that any funding IMPRESS receives does not compromise our independence and ability to deal fairly and impartially with publishers and the public.

Celebrating five years of approved regulation

IMPRESS was established in 2015 following the recommendations of the Leveson Inquiry. We continue to be the only self-regulatory body approved under the Royal Charter on self-regulation of the press.

The year 2021 marks five years of IMPRESS's commitment to approved press regulation in the UK. Much in the media landscape has changed in that time, and new challenges have emerged. Despite these shifts, our core purpose of providing effective redress for members of the public and accountability for publishers remains as important as ever. Over the past five years, IMPRESS itself has grown and developed.

“Our scheme of approved regulation continues to thrive and provides publishers with the support and accountability mechanisms they need to succeed.”

Ed Procter, IMPRESS CEO



IMPRESS now regulates **100+** publishers and **190+** publications in the UK.

Published **33** complaint adjudication decisions.



Investigated **15%** of all complaints made to IMPRESS.



Upheld **39%** of complaints that we investigated.



Directed the publication of a front or home page correction in **18%** of our complaint decisions.



Awarded financial compensation to claimants in two cases through our low-cost arbitration scheme.



Issued **seven advisory notices** to publishers to remind them of the need to report responsibly and sensitively and respect the privacy of individuals who may be experiencing press intrusion.



Completed **four IMPRESS-initiated investigations** into potentially serious or systematic breaches of our standards.



Continued to demonstrate our public accountability credentials to the Press Recognition Panel, who audit our compliance with the 29 recognition criteria of independence and effectiveness that are set out in the Royal Charter on Self-Regulation of the Press.

*Figures cover the period October 2016 – October 2021.



Highlights from 2020-21

100+

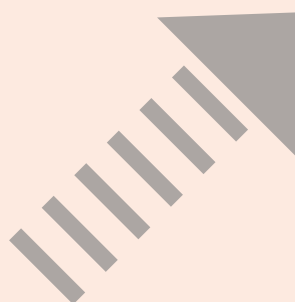
key worker status letters issued to journalists at regulated publications during the Covid-19 pandemic.



700+



registrations to the Trust in Journalism Conference 2020, from 40+ different countries, held across 3 days in November 2020.



23% increase
in total applications from publishers to become regulated by IMPRESS.



35 submissions

to our Code Review Call for Evidence from individuals and organisations.

16 million



monthly readers reached by IMPRESS-regulated publications.

8

experienced journalists and media law experts appointed to our new supplementary regulatory committee.



What we've done this year

Between 1st April 2020 and 31st March 2021, we have focused on the following areas:

- Public engagement
- Public interest and policy work
- Services and membership benefits
- Standards work
- Covid-19 Response

Public engagement

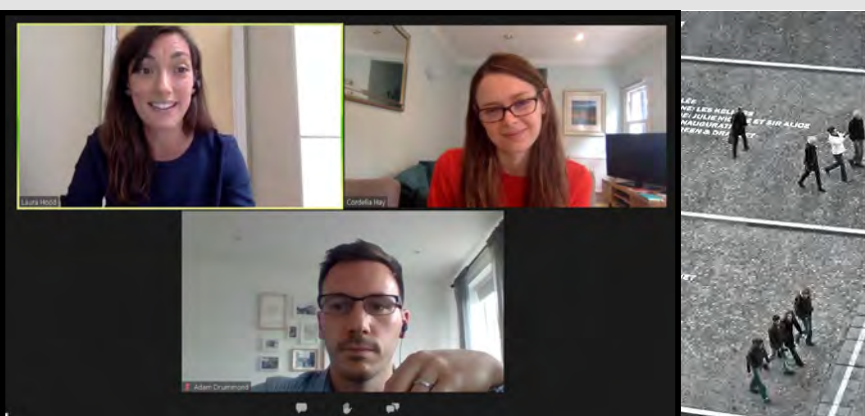
IMPRESS regularly engages with members of the public and stakeholders on issues concerning press standards, journalism ethics and media literacy.

IMPRESS Open Events

In June, we held a webinar co-organised with the **Market Research Society (MRS)** on 'Using Polls and Surveys in your Journalism' featuring expert panellists Cordelia Hay (Britain Thinks), Adam Drummond (**Opinium**) and Laura Hood (**The Conversation**). This public training event was open to all interested in gaining the confidence to report on surveys, polls and research findings responsibly.

In November 2020, we held our third annual **Trust in Journalism Conference** across three sessions. Each day of this year's conference saw leading journalism professionals, media industry experts, and a global audience come together online to discuss the challenges and exciting opportunities for the journalism industry today.

See page 13 for more details about the 2020 Trust in Journalism Conference.



WEBINAR
**USING POLLS, SURVEYS
 AND RESEARCH IN
 YOUR JOURNALISM.**

WED 3 JUNE 2020
 2:00-3:00 PM

IMPRESS 

▲ *Using polls and surveys in your journalism webinar*

Public interest and policy work

As part of our role in raising journalism standards in the UK, we regularly engage with government and policymakers across the political spectrum to ensure media policy, in particular concerning press regulation, stays on the agenda and supports and serves the public, as well as publishers.

In May 2020, IMPRESS CEO Ed Procter gave evidence to the **All-Party Parliamentary Group on Religion in the Media** as part of their inquiry into religious literacy in print and broadcast media. During discussions about what steps can be taken to cultivate a religiously literate media environment, Ed spoke about the role of press regulation and the importance of publishers adopting ethical standards to guide reporting. The inquiry was also an opportunity to showcase the discrimination clause of the IMPRESS Standards Code, which acknowledges the harm discrimination and hate speech can cause to faith communities.

In March 2021, Ed participated in a panel discussion on tackling misinformation in the charity sector organised by PRCA UK. He joined Grace Rahman (**FullFact**), Rob Dawson (**STEMPRA**) and Simon Francis (**Campaign Collective**)

in providing insight on how charities and non-profits publishing online content can fight misinformation and conspiracy theories.

Throughout the year, IMPRESS engaged with government and parliamentary groups, including with the **Department for Culture Media and Sport (DCMS)**, on issues concerning the proposed Online Safety legislation and support for working journalists during the Covid-19 pandemic. We submitted evidence to the **House of Lords 'Future of Journalism'** inquiry and liaised with the **Committee for Standards in Public Life** over reporting that incites intimidation.

Our Head of Regulation, **Lexie Kirkconnell-Kawana**, also took part in regular discussions organised by the **Carnegie Trust** centred on the government's proposed Online Safety legislation and its potential impact on various areas of civil society, including journalism.

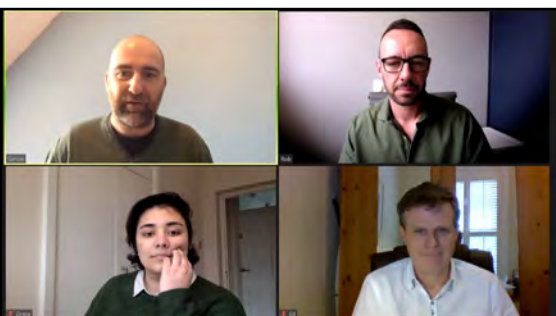
In February 2021, Lexie joined a panel organised by the **Scottish Parliament Cross-Party Group** for Families affected by imprisonment, which looked at publication of home addresses in the press and how this can affect the families of the accused and incarcerated. As a member of

the **Alliance of Independent Press Councils of Europe (AIPCE)**, we supported an AIPCE campaign to raise awareness of the role press councils play in working with journalists and the public to build trust and confidence in journalism.

In November, Lexie appeared alongside Sonoo Singh (**Creative Salon**) and Christopher Kenna (**Brand Advice**) on the **Conscious Advertising Network's** podcast 'Conscious Thinking.' The episode examined how publishers and advertisers can work to fund a diverse internet for all.

We engaged with other media regulators such as **Ofcom**, the **Advertising Standards Authority (ASA)** and **The Information Commissioner's Office (ICO)** about shared areas of regulatory concern such as data protection, journalism codes, video sharing platforms, age-appropriate design codes and systems of effective redress for the public.

IMPRESS has also liaised with social media platforms and big tech organisations, including **TikTok**, **Twitter**, **Facebook** and **Google**, to discuss their interface with press regulation and journalism more widely.



▲ Tackling misinformation in the charity sector panel session

Services and membership benefits

At IMPRESS, our regulatory services and membership resources are designed to help publishers and their teams produce high-quality, ethical journalism and apply the IMPRESS Standards Code in the public interest.

This year we introduced **induction calls** for new members to welcome them to the IMPRESS regulatory scheme. These calls provide an overview of the services and resources at a publisher's disposal to support higher ethical standards of journalism. They provide an opportunity for editors and journalists to ask questions about the IMPRESS regulatory scheme, Standards Code and complaints handling processes.

This year saw an increased number of publisher enquiries through our **Standards Advice service**, handled by the regulatory team. You can find out more about this service on page 18.

We produced regular media policy updates for our members throughout the year featuring expert analysis from our Head of Regulation, **Lexie Kirkconnell-Kawana**. Topics included the potential impact of the government's proposed Online Safety legislation and the **Competition and Market Authority's** new Digital Markets Unit. In October, we delivered a joint webinar with the

Information Commissioner's Office (ICO) on launching the **ICO's Age-Appropriate Design Code** (or 'Children's Code'). The session focussed on the implications of the new code for digital news publishers, including potential changes to their websites to ensure they remain compliant with the new code.

In March 2021, we delivered a training workshop for IMPRESS members on '**Social Media and Journalism: The Legal Pitfalls**'.

The workshop, delivered by online law expert **Dr Laura Scaife**, explored the relationship between the law and social media through the main reputational, legal and ethical issues relevant to engaging with, creating and using social media content in journalism. The session also highlighted the IMPRESS Standards Code areas that are directly relevant to editorial practice on social media.



Publishers tuned in to an expert session with Dr Laura Scaife (Photo by Paul Hutchinson, Bedford Independent) ►

Standards work

IMPRESS supports publishers to implement and uphold robust journalistic standards for the public benefit.

In November 2020, we launched a comprehensive **review of the IMPRESS Standards Code and Guidance** to ensure these rules remain relevant in a rapidly changing world. The process is ongoing but has so far included an open call for evidence (November 2020 – February 2021), a series of workshops with stakeholders and interested parties, and the commissioning of academic research.

Visit www.impress.press/standards to find how to take part in our Code Review.

In 2020-21, IMPRESS advised the Active Travel Academy on new road collision reporting guidelines for the media, created in collaboration with representatives from national roads policing, legal, academic and media experts, road safety charities, and the National Union of Journalists' ethics council.

You can read more about the IMPRESS Code Review and our Standards Work more broadly on pages 17-18.

Responding to Covid-19

The global Covid-19 pandemic continued to place significant pressure on publishers throughout 2020-21. To support regulated publishers, we held a series of online **check-in sessions**, providing a much need space for publishers to share their concerns. We also signposted advice, standards reminders and financial support available to publishers, such as the Public Interest News Foundation Covid-19 Emergency Fund (June 2020), which IMPRESS supported.

At the same time, we continued to engage with DCMS and the relevant authorities to ensure that IMPRESS-regulated publishers continued to be recognised as essential workers during periods of national, regional, and localised lockdown. Throughout 2020-21, we issued over 100 key worker status letters to journalists, which confirmed their right to continue working and reporting during lockdown restrictions as journalists working for IMPRESS-regulated publishers.

Responsible reporting during the pandemic

Regulated publishers were encouraged to contact IMPRESS for Standards Advice throughout the pandemic. Given the challenges of reporting during a global health crisis, we frequently reminded regulated publishers of the importance of reporting responsibly on health matters and of respecting the IMPRESS Standards Code provisions regarding accuracy, discrimination, and privacy.

We supported this work by publishing regular blogs providing best practice guidance and issuing an Advisory Notice to publishers in June 2020, reminding them of the importance of acting responsibly during the COVID-19 pandemic.



Trust in Journalism Conference 2020

Held across the afternoons of 23–25 November 2020, we produced our third annual Trust in Journalism Conference under the theme of **“Building Trust in Unprecedented Times.”**

For the first time, the conference took place online. This year’s virtual event brought together new and returning journalists, media professionals, industry experts and a global audience to discuss both the challenges and opportunities facing contemporary journalism.

The themes

This year’s conference focused on three different themes across each day’s programme:

- Day 1 – Standards in news: Ethics, race and harassment
- Day 2 – Public interest news: Unlocking potential*
- Day 3 – Journalism online: Shifting boundaries

*Co-organised with the Public Interest News Foundation.

The conference in numbers

3
days

36
speakers

11
sessions

40%
delegates from
outside of
the UK

700+
individual
registrations



The speakers

Speakers at the IMPRESS Trust in Journalism Conference 2020 included leading media industry professionals from organisations in the UK, US, Brazil, Australia and Europe, including:

- Almost
- Bellinca
- Caixin Media
- Centre for Media Monitoring
- Dart Center Europe
- Ethical Journalism Network
- European Journalism Centre
- Facebook's Oversight Board
- Free Press
- Google
- IMPRESS
- Independent Community News Network (ICNN)
- Institute for Strategic Dialogue (ISD)
- Media Diversity Institute
- Naked Politics
- National Police Hate Crime Advisor
- National Union of Journalists (Black Members Council)
- New Internationalist
- Now Then Magazine
- Online Media Law UK
- PA Media
- Patron Law
- Plant Based News
- Public Interest Journalism Initiative
- Public Interest News Foundation
- Scalawag
- Star & Crescent
- The Bureau of Investigative Journalism (TBIJ)
- The Conversation
- The Economist
- The Guardian
- The Overtake
- Unedited: podcast
- Volta Data Lab
- WebRoots Democracy

Pushing boundaries, protecting what matters – in unprecedented times

The 2020 Trust in Journalism Conference featured panel discussions and sessions that drilled down into some of the biggest debates, concerns and opportunities facing the contemporary journalism industry in the UK and beyond.

In a year when personal freedoms had been restricted due to the Covid-19 pandemic, **Alastair Campbell** and **Hannah Storm** headlined a journos-on-journos session with a frank discussion about mental health and journalism.

A panel discussion on harassment and managing threats and abuse online, chaired by expert Dr Holly Powell-Jones (**Online Media Law**), focused on the need to protect and support individual

journalists from the growing pressures of the job and how journalism organisations can protect wellbeing in the newsroom.

IMPRESS board member Shelina Janmohamed chaired a discussion on race and diversity with Cierra Hinton (**Press On**), Marc Wadsworth (**National Union of Journalists**) and Rizwana Hamid (**Centre for Media Monitoring**). Speakers discussed the challenges involved in reporting responsibly on race and ethnicity and how editorial standards on discrimination need to be continually improved to protect the public.

Other sessions celebrated the potential of journalism online and public interest news.

Alongside representatives of public interest news organisations worldwide, Jonathan Heawood (**Public Interest News Foundation**) explored different sustainability strategies for public interest journalism. Jo Adetunji (**The Conversation**) was joined by editors and journalists from UK independent news publishers to reflect on resiliency and initiatives at the forefront of the sector.

Finally, looking to the future of the industry, Banseka Kayembe (**Naked Politics**), Liam Gilliver (**Plant Based News**), Kassy Cho (**Almost**) and Jack Lahart (**The Economist**) talked about producing journalism on social media and managing feedback as newsrooms increasingly gravitate towards the online sphere.

“The IMPRESS Trust in Journalism Conference continues to grow as the single event in the industry calendar focused on standards in journalism. We are proud to see so many journalists, media insiders and delegates from around the world joining us year after year.”

Clara Aguirre, Communications and Engagement Manager, IMPRESS

Video and blog highlights from the 2020 Trust in Journalism Conference are available at www.trustinjournalism.co.uk.

Reporting race and editorial standards on discrimination panel ▶



Journalism online session ▶



IMPRESS Standards

- The IMPRESS Standards Code and Guidance
- Code Review 2020–2022
- Further standards work

The IMPRESS Standards Code and guidance

The IMPRESS Standards Code is an editorial code that aims to assist journalists by promoting and supporting their work, while protecting the public from invasive journalistic practices and unethical news reporting.

The Code and its accompanying guidance make up the rules by which we regulate the newsgathering activities and published material of regulated publications.

The IMPRESS Code is intended to be a practical and responsive tool to assist journalists in dealing with ethical challenges in the digital era, including issues like verifying the authenticity of sources and information and using content from social media.

It consists of 10 code clauses and guidance concerning accuracy, attribution and plagiarism, children, discrimination, harassment, justice, privacy, sources, suicide and transparency.

A Code developed in consultation with the public

The IMPRESS Standards Code was first developed by the IMPRESS Code Committee in 2016, following extensive consultation with the public, journalists, academics, and industry stakeholders. This process marked the first time in UK press regulation history that the public had been invited to contribute to the development of press standards.

A framework for publishers to work to high standards

The IMPRESS Standards Code and accompanying Guidance is a tool that supports editors and journalists to produce high quality content that follows the highest ethical standards.

Complaints received by IMPRESS about any of our regulated publishers are assessed against the relevant IMPRESS Standards Code clauses.

More information about how to complain to IMPRESS and our complaints handling process is available on our website at www.impress.press/complaints/

“The IMPRESS Standards Code is built into all our job descriptions and employee onboarding. Along with the accompanying guidance document, it’s a really useful resource when making ethical judgments in a high-paced environment, such as when a story is breaking and we’re going to air in just a couple of hours.”

Dr Craig Gent, Head of Operations at Novara Media

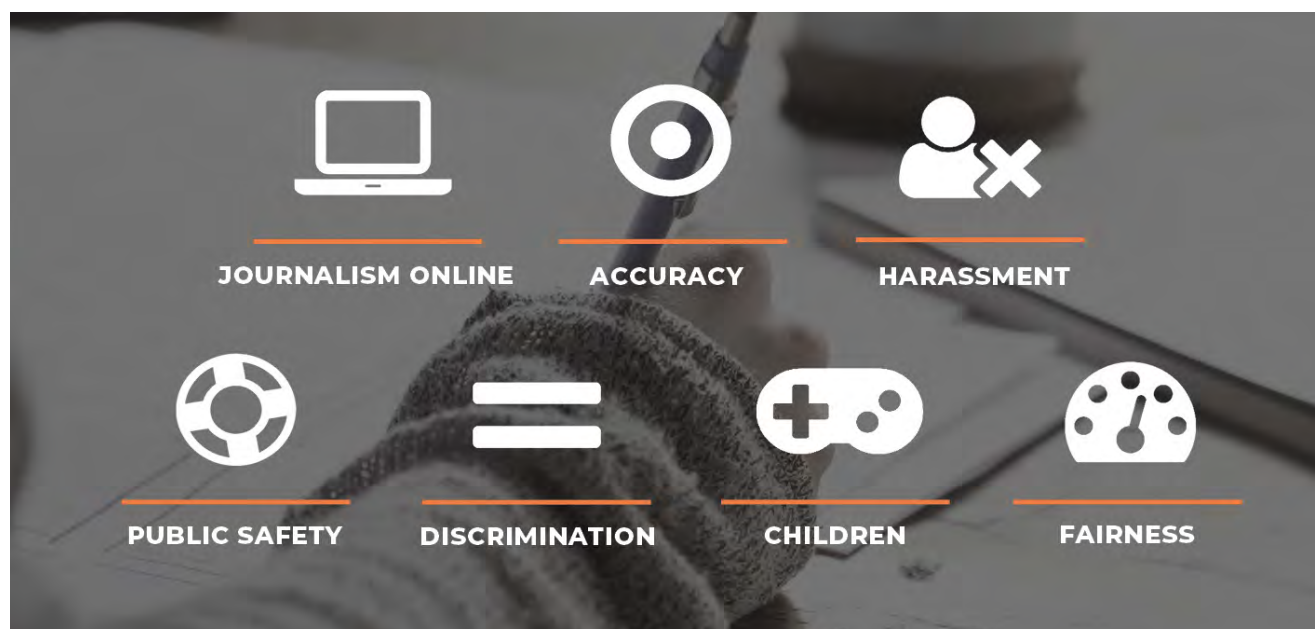
Code Review 2020-2022

In November 2020, IMPRESS launched a review of its Standards Code and Guidance.

The journalism industry is rapidly developing with the growth of digital publications, the increasing diversity of social media platforms and new online mediums used to distribute news content. The IMPRESS Standards Code is the set of rules by which regulated news publishers are held to account by their readers and by IMPRESS on behalf of the public. Press standards need to be updated to reflect and incorporate these changes to ensure they remain relevant and fit for purpose in the changing world we live in.

The IMPRESS Code Review 2020-22 is a comprehensive review of the Code and Guidance, led by our Code Committee.

Code Review 2020-22 Themes



Reviewing standards through an open, collaborative process

The IMPRESS Code Review 2020-2022 process began in November 2020, with a public call for evidence, and ended in February 2021. We received 35 submissions from a range of journalism and civil society organisations and following the call for evidence, the review entered the workshops phase, running between June and September 2021. These were designed to build on contributions from the call for evidence and consisted of a series of workshops and direct engagement activities with stakeholders from inside and outside the industry, including IMPRESS-regulated publishers.

Other stages of the process will involve further academic research and a **public consultation** on the proposed changes to the IMPRESS Standards Code. The Code Review will conclude in Spring 2022, when a revised IMPRESS Standards Code and Guidance will be published.

Visit www.impress.press/standards for more information about the Code Review, information about organisations that have contributed to the process, and how to take part.

Further standards work

Standards advice

This year IMPRESS received 27 standards enquiries from regulated publications that sought advice about how aspects of their journalism engage the IMPRESS Standards Code.

Standards enquiries might cover a range of issues such as which clauses of the Code are relevant to a piece of published work, how the public interest defence works, whether reasonable steps have been taken to ensure accuracy and information about the IMPRESS complaints policy and arbitration scheme.

Regulated publishers are encouraged to engage with the Standards Code to scrutinise their journalism and ensure that they are publishing the best journalism they can.

Publishers are encouraged to:

- ensure appropriate editorial scrutiny is applied;
- consider the application of the Code in-depth;
- conduct public interest analysis before publication, to determine if the public interest value outweighs any potential harm; and,
- consider what an investigatory committee might ask about their journalism in the case of a complaint.

Ultimately, the decision of what to publish always lies with the publisher. However, the non-binding standards advice helps them to understand the legal and ethical implications of the Code fully and supports them to publish high-quality, accountable journalism. You can find out more about Standards Advice requests received by IMPRESS in 2020-21 on page 22.

“As a publisher committed to accurate reporting of public interest news, following the IMPRESS code of conduct is one of our top priorities. Being able to call upon them to discuss a forthcoming story or to establish how it sits within the code gives us the confidence to know that we remain true to our own editorial and ethical standards, and that our readers can truly trust what they read on our pages.”

Paul Hutchinson, Editor, *Bedford Independent*

“The IMPRESS standards advice service was invaluable to help DeSmog ensure it fulfilled its regulatory obligations, and allowed us to produce the high-quality journalism that membership of IMPRESS requires.”

Mat Hope, Operations Director (UK), *DeSmog*

Supplementary regulatory committee members

This year IMPRESS announced the creation of the Supplementary Regulatory Committee to increase the expertise and independence of its regulatory decision making.

These supplementary members are non-Board members independently appointed by the IMPRESS Appointments Panel. They sit on Regulatory Committees alongside Board members to advise on regulatory outcomes. Regulatory Committees meet to adjudicate on complaints made to IMPRESS, or initiated by IMPRESS, about the published content, newsgathering activities or internal governance standards of regulated publications.

All eight members of this new body are experts in journalism or media law, have experience of fair and impartial decision-making and are independent of the press, government and commercial interests. You can find more information about IMPRESS committee members on page 37.

“Year on year we are seeing increased uptake of our Standards Advice service; we are pleased to provide a useful service to Publishers, so that they can navigate challenging ethical editorial choices with confidence.

Eight new regulatory lay members were recruited to IMPRESS this year, to assist the Board in coming to decisions on regulatory matters. While these new members come from different walks of life, all have made significant contributions to the media sector, in legal, journalistic and academic capacities. Their addition to IMPRESS’ decision making capacity has already improved the quality and robustness of our regulatory authority.”



Lexie Kirkconnell-Kawana, Head of Regulation, IMPRESS

“This year we have begun our first review of the IMPRESS Standards Code. In doing so we have welcomed many opportunities to discuss and consider the current Code with individuals, organisations and stakeholders across civic society. This personal engagement, along with our Call for Evidence and Literature Review, will be instrumental in helping us update the Code to meet the editorial and ethical challenges of journalism over the next five years. Our revised Code should be published in Summer 2022.”



Andrea Wills, IMPRESS Code Committee Chair

Who we regulate



IMPRESS regulates a network of

109 publishers and **193** publications

that span all regions of the UK reaching more than

16 million readers each month.

Accurate and accountable journalism that delivers vital information to the public

IMPRESS-regulated publications serve a diverse range of communities across the UK.

Over the past year the Covid-19 pandemic and ongoing lockdown periods have affected all of our lives. Newspapers and news sites have provided a vital public information service. In a time of great uncertainty, accurate, accountable and regulated journalism has been critical; from in-depth reporting on hospital admissions to the human and business impacts of the virus.



In 2020-21, the number of publishers applying to join IMPRESS grew by **23%**, and the total number of regulated publications increased by **35%** (see page 22 for details).

“Joining a regulator like IMPRESS strengthens the bond between our readers and the magazine. Staff at IMPRESS are always on hand to provide guidance and support.”

Jake Cudsi, Editor, *The Pavement*

*Note: figures accurate at time of publication.

In the year end
March 2021, a
total of

60

new
publications
joined the IMPRESS
regulatory scheme.



Publications that joined IMPRESS in the past year include:

- **The Pavement**, a free magazine for the UK's homeless people that have been operating for 13 years;
- **The Muslim News**, an independent news site that serves the UK's Muslim community;
- **Armagh I**, a news site covering local news and sport for people living across the county of Armagh, Northern Ireland;
- **JournoResources**, a website which covers everything from freelancing, jobs and media insider tips;
- **EC1 Echo & Barnet Post**, two new local London titles to the Social Spider network of publications;
- **Gal-dem**, an award-winning media organisation that shares perspectives from people of colour from marginalised genders.

IMPRESS regulated publications publish a wide range of news content:



Local news,
community news and
citizen journalism



International
news and current
affairs



Independent
investigative
news



Special interest news
(i.e. industry
or issue specific)

“Since coming on board with IMPRESS we have felt an increased sense of authority and authenticity in our work, knowing that we are being held to high standards, both by our readers and the regulator.”

Micheal McKenna, Editor, *Armagh I*

*Note: figures accurate at time of publication.

Regulatory report

This section provides a detailed summary of the 2020-2021 regulatory activity at IMPRESS, including details of newly regulated publications, complaints handled and IMPRESS services.

Applications to IMPRESS between 1st April 2020 and 31st March 2021:

In this past year, **34** publishers have applied to be regulated by IMPRESS.

The total number of publisher applications to join IMPRESS up until 31 March 2020 was **182**.

This represents a **23%** increase in the number of total applications.

Regulated publishers between 1st April 2020 and 31st March 2021:

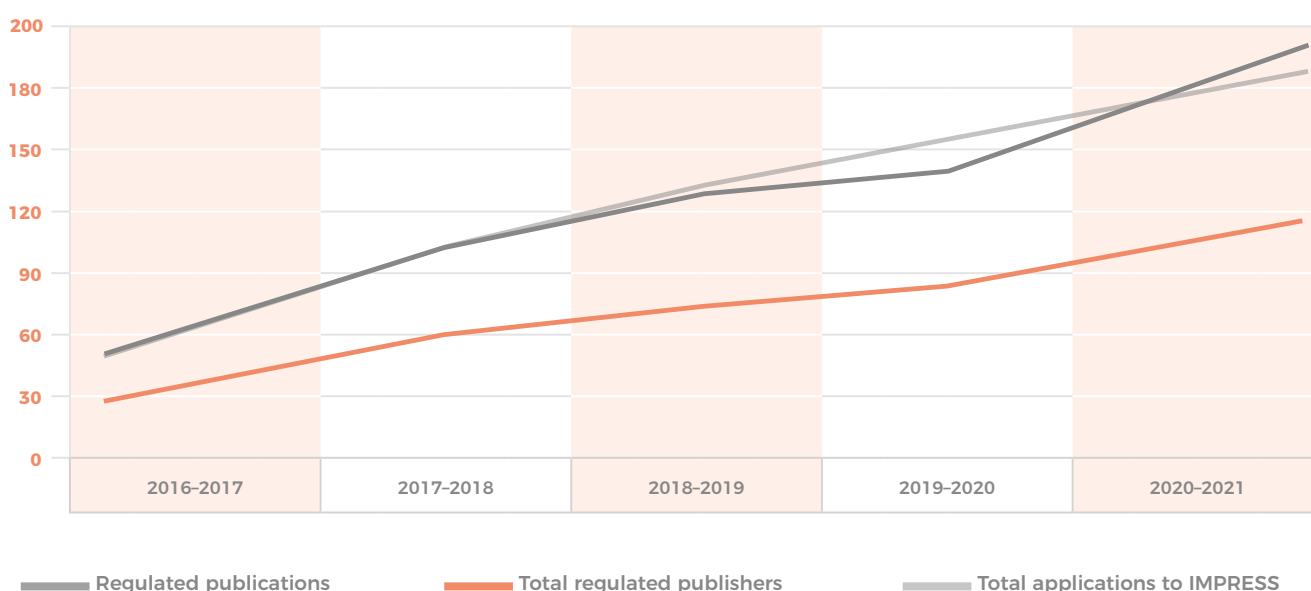
30 new publishers (**60** publications) successfully completed pre-regulation compliance assessments and came under the remit of the IMPRESS Regulatory Scheme.

In this same period, five publishers withdrew from the Scheme after they ceased publication or faced financial difficulties linked to the pandemic.

On 31 March 2020, a total of **105** publishers (180 publications) were regulated by IMPRESS. This represents a **35%** increase in regulated publications since last year.

Complaints handled between 1st April 2020 and 31st March 2021:

We received **40** complaints, **27** standards advice requests, and one advisory notice request regarding unwanted press intrusion. We also commenced one investigation on our own initiative.



Referrals to IMPRESS

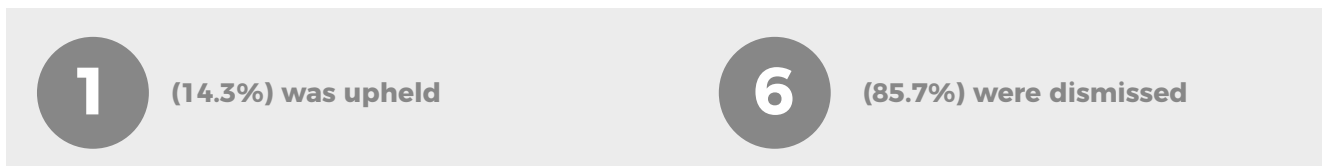
Complaints

During the year ended 31st March 2021, IMPRESS received a total of 40 complaints. Out of these:



*This was a complaint regarding copyright, an area that is not covered by the IMPRESS arbitration scheme.

During the year ended 31st March 2021, 7 complaints were adjudicated following an investigation. Of the 7 complaints adjudicated:



With regards to the upheld complaint, the following sanctions and remedies were directed by the Committee:

The Publisher was instructed to publish a homepage notice statement and a link to the full adjudication on their website.

Find out more at www.impress.press/complaints

Complaints case studies

When IMPRESS accepts a complaint, the result of the process is a ‘complaint adjudication’ (or decision) issued by a Regulatory Committee of the IMPRESS Board. All decisions are final and are made public on the IMPRESS website.

Visit www.impress.press/regulation for details.

The following case studies summarise the decision-making process and outcome for three complaints handled in 2020-21.

Case 284/2020

Dermot Hudson and The Ferret (online)

Complaint: A directly affected party complained about the accuracy of an article headlined “The Western friends of North Korea” and appeared online on *The Ferret* on 4 March 2020. A complaint was first raised with the publisher and escalated to IMPRESS when the complainant was not satisfied with the publisher’s final decision.

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

Result and decision: Complaint dismissed. No breach of the Code.

Additional comments by the Committee:

The Committee considered whether the disputed facts were significant to the article’s accuracy and decided that they did not materially impact the thrust of the article. The Committee further considered that the accuracy or inaccuracy of those facts was unlikely to have consequences for the parties involved. The publisher was found to have taken sufficient reasonable steps before deciding to publish the article and was not obliged to publish a correction, since none of the disputed facts were significant to the article.

Case 327/2020

Joseph Venable and The SKWAWKBOX

Complaint: A third-party complained about the accuracy of an article that first appeared on *The SKWAWKBOX* on 13 September 2020 with the headline “Keir Starmer’s record so far in a nutshell makes the bleakest

reading.” A complaint was first raised with the publisher and escalated to IMPRESS when the complainant was not satisfied with the publisher’s final decision.

Clauses: Accuracy 1.3 and 1.4 of the IMPRESS Standards Code

Result and Decision: Complaint upheld. Breach of Clause 1. Publisher to publish a homepage notice statement and link to full adjudication.

Additional comments by the Committee: The Committee noted that the article was clearly labelled as “Comment” and the headline was considered to be a clear expression of the Publisher’s partisan opinion. However, they considered that the average reader was likely to regard the use of the statement “So far, the Labour leader has” followed by the stylistic device of listing bullet points, as meaning that assertions made by the Publisher within the article were factual and not merely expressions of the way the author believed that the reported events should be assessed in political terms. Therefore, the Committee considered that the publisher had not clearly distinguished between statements of fact, conjecture, and opinion. Considering the seriousness of allegations made in the article, and statements made about Keir Starmer’s political positions, the Committee considered that the Publisher had not provided any verifiable evidence in support of its position, which it should have made available to the Committee.

The Committee decided that the Publisher had breached Code Clause 1, Accuracy.

Case 335 | 2020

Andrew Martin and Cranfield and Marston Vale Chronicle

Complaint: A directly affected party complained about the accuracy of an article headlined “Bedfordshire Police and Crime Panel: Commissioner’s complaint response” and appeared online on *Cranfield and Marston Vale Chronicle* on 15 June 2020. A complaint was first raised with the publisher and escalated to IMPRESS when the complainant was not satisfied with the publisher’s final decision.

Clauses: Accuracy 1.1 and 1.2 of the IMPRESS Standards Code

Result and decision: Complaint dismissed. No breach.

Additional comments by the Committee:

The Committee concluded that because there were no significant inaccuracies that went to the heart of the story that required correction in the published article and because the article provided a fair representation of what was said by the Police and Crime Commissioner for Bedfordshire and clearly attributed those statements to her, there was no breach of the IMPRESS Standards Code.

Case 334/2020

Andrew Martin and Bedford Independent

Complaint: A directly affected party complained about the accuracy of an article headlined “Bedfordshire’s PCC ‘beyond disappointed’ at complaint allegations” and appeared online on the *Bedford Independent* on 16 June 2020. A complaint was first raised with the publisher and escalated to IMPRESS

when the complainant was not satisfied with the publisher’s final decision.

Clauses: Accuracy 1.1 and 1.2 of the IMPRESS Standards Code

Result and decision: Complaint dismissed. No breach.

Additional comments by the Committee:

The Committee concluded that because there were no significant inaccuracies that went to the heart of the story that required correction, and because the article provided a fair representation of what was said by the Police and Crime Commissioner for Bedfordshire and clearly attributed those statements to her, there was no breach of the IMPRESS Standards Code.

Cases 335 and 334 focused on two news items reporting on the same issue, published by two separate publishers, complained about by the same complainant. Both articles were originally sourced from the Local Democracy Reporter Service (LDRS). Local Democracy Reporters cover top-tier local authorities, second-tier local authorities and other public service organisations in articles made available to other publishers who subscribe to the service. IPSO-regulated JPI Media managed the original author of the article which appeared on the LDRS. IPSO rejected complaints it received regarding the original LDRS article.

The articles which appeared in the Bedford Independent and Cranfield and Marston Vale Chronicle were considered separately by an IMPRESS regulatory committee, in two different adjudications: cases 334 and 335, both of which concluded that there had been no breach of the IMPRESS Standards Code.

Published complaint adjudications (during the year ended 31 March 2021)

352/2021 Alan Cheesman and The Guildford Dragon

Publication: The Guildford Dragon
Date of complaint: 4 January 2021
Date complaint accepted: 4 February 2021
Date of adjudication: 8 March 2021
Relevant clauses: Accuracy 1.2 and 1.4 of the IMPRESS Standards Code
Outcome: Complaint dismissed. No breach.

335/2020 Andrew Martin and Cranfield and Marston Vale Chronicle

Publication: Cranfield and Marston Vale Chronicle (online)
Date of complaint: 9 October 2020
Date complaint accepted: 13 November 2020
Date of adjudication: 10 December 2020
Relevant clauses: Accuracy 1.1 and 1.2 of the IMPRESS Standards Code
Outcome: Complaint dismissed. No breach.

334/2020 Andrew Martin and Bedford Independent

Publication: Bedford Independent (online)
Date of complaint: 9 October 2020
Date complaint accepted: 13 November 2020
Date of adjudication: 10 December 2020
Relevant clauses: Accuracy 1.1 and 1.2 of the IMPRESS Standards Code
Outcome: Complaint dismissed. No breach.

327/2020 Joseph Venable and The SKWAWKBOX

Publication: The SKWAWKBOX
Date of complaint: 14 September 2020
Date complaint accepted: 23 September 2020
Date of adjudication: 13 November 2020
Relevant clauses: Accuracy 1.3 and 1.4 of the IMPRESS Standards Code
Outcome: Complaint upheld. Breach of Clause 1. Publisher to publish a homepage notice statement and link to full adjudication

311/2020 Peter Lilley and The Stray Ferret (online)

Publication: The Stray Ferret
Date of complaint: 20 July 2020
Date complaint accepted: 29 July 2020
Date of adjudication: 14 September 2020
Relevant clauses: Accuracy 1.2 and 1.4 of the IMPRESS Standards Code
Outcome: Complaint dismissed. No breach.

300/2020 Robert A. Brown and The Ferret (online)

Publication: The Ferret
Date of complaint: 1 June 2020
Date complaint accepted: 6 August 2020
Date of adjudication: 8 September 2020
Relevant clauses: Accuracy 1.1 and 1.4 of the IMPRESS Standards Code
Outcome: Complaint dismissed. No breach.

284/2020 Dermot Hudson and The Ferret (online)

Publication: The Ferret
Date of complaint: 26 March 2020
Date complaint accepted: 18 May 2020
Date of adjudication: 29 June 2020
Relevant clauses: Accuracy 1.1, 1.2 and 1.4 of the IMPRESS Standards Code
Outcome: Complaint dismissed. No breach.

Requests for arbitration

If a member of the public believes that an IMPRESS-regulated publication has breached their civil rights, they are able to seek free legal redress and compensation through an arbitration scheme operated by the **Chartered Institute of Arbitrators (CI Arb)**. This is an alternative to going to court.

Arbitration requests must include a legitimate course of action against a publisher in one or more of the six areas covered by our scheme: defamation, breach of confidence, misuse of private information, malicious falsehood, harassment, breach of the Data Protection Act.

An independent arbitrator then issues a binding arbitration award which may include unlimited damages and an award of legal costs capped at £3,000 in ordinary circumstances.

Between April 1st 2021 and March 31st 2021, IMPRESS received two arbitration enquiries during the past year but did not receive any arbitration requests.

Advisory notice requests

Members of the public who are experiencing unwanted press intrusion may ask IMPRESS to issue a warning or advice to regulated publishers. These requests are held by IMPRESS and may be taken into account when investigating or adjudicating any subsequent complaint.

Between 1st April 2020 and 31st March 2021, IMPRESS issued one notice in response to an advisory notice request.

This advisory notice was issued within 24 hours of being requested.

Advisory notice requests issued (in the year ended 31st March 2021)

368/ 2021 Advisory Notice Request from a law firm representing the family of the recently deceased.

Date of request: 12 February 2021

Date of notice: 12 February 2021

Summary: IMPRESS received a request from a legal representative acting on behalf of a family of a deceased individual. The legal representative advised that the family did not want to engage with the media at the time and asked that the media not exacerbate the grief of the family by using images from social media without their knowledge or consent, cause further upset by taking or reproducing images of them, and refrain from linking them in extraneous text reference to any articles regarding the deceased.

Investigations initiated by IMPRESS

IMPRESS has powers to investigate matters on its own initiative if we become aware of any serious or systematic breach of the Standards Code or internal governance requirement by a regulated publication, regardless of whether or not they have received a complaint.

During the year end 31st March 2021, IMPRESS initiated one standards investigation.

Standards advice

IMPRESS offers non-binding advice to all regulated publishers should they require advice and guidance on business practice, ethics or how the Standards Code may apply to a particular story.

During the year end 31 March 2021, IMPRESS handled 27 publisher enquiries concerning IMPRESS standards. This represents a 29% increase in enquiries compared to the previous year.

More information about the Standards Advice service is available on page 18.

Service Complaints Reviewer

IMPRESS aims to provide publishers, editors and members of the public with a consistently good level of service. However, if for any reason an individual or organisation is unhappy with the service we provide our independent Service Complaints Reviewer, Steve Thacker, will consider any complaints.

For more information, you can find our [Service Standards policy](#) on our website.

Compliance process and procedures

IMPRESS conducts **regular compliance checks** throughout the year, and each regulated publisher is required to complete an annual compliance return at the end of each financial year. This annual check helps to ensure regulated publications remain compliant with the requirements of our Regulatory Scheme.

In the **annual compliance returns**, completed through the **IMPRESS Services Hub**, publishers are required to reconfirm, amend or submit:

- Information about their internal governance processes
- Information about any compliance failures
- Details of steps taken to deal with compliance failures
- Information about complaints they have received during the financial year.

The annual compliance process ensures that the governance information recorded for each of our regulated publications is up to date and that their complaints and compliance systems are working correctly. The returns also gather information about the complaints that publishers have received during the past year, whether those complaints were accepted or dismissed, and details of how complaints were resolved.

Interim and annual return checks help ensure that publishers continue to be compliant, operate ethically, and remain accountable to the public.

Annual compliance returns 2020-21

In 2020-21, there was a **10%** increase in complaints on last year and a **30%** increase in complainants requesting that their complaints be escalated to IMPRESS for investigation. The public is therefore increasingly engaging in the complaints processes of regulated publishers, which must be clearly advertised on titles, websites, and channels and, further, the public are increasingly seeking out independent investigation into their complaints where they are not satisfied with the Publisher's response.

We are not surprised to see the uptake in the case work of our regulatory team, given the steady growth in membership this financial year. IMPRESS membership reaches a growing number of readers across the UK and beyond, and their ability to access redress is fundamental to IMPRESS's mission as the only approved, and truly accountable, press regulator in the UK.

Further detail of 2020-21 complaint volumes for IMPRESS publishers is reflected in the table that follows.

Complaint volumes of IMPRESS regulated publishers (per publication) in 2020-21.*

The information on this table is provided by each publisher as part of our annual compliance returns (see page 28 for more information).

*Many businesses have been impacted by COVID-19 this year, including many news publishers. As a result of this, 7% of IMPRESS publishers were unable to submit their annual return for the 2020-21 financial year, in time for publication of this report, and have therefore been marked with an X in the table below.

Account	Publication	Regulated From	Regulated To	Complaints made to Publisher	Complainants contacting IMPRESS	Complaints escalated to IMPRESS	Articles complained about escalated to IMPRESS	Complaints upheld by IMPRESS	Complaints dismissed by IMPRESS	Withdrawn
5Pillars Media Ltd	5Pillars UK	4/5/2018	4/5/2023	6	9	0	0	0	0	3
Barnes Village Bugle (Sole Trader)	The Barnes Village Bugle (online newsletter)	10/7/2020	10/6/2025	0	0	0	0	0	0	0
Brightside Publishing Ltd	Ramsgate Recorder	5/7/2020	4/21/2025	0	0	0	0	0	0	0
	The Broadstairs Beacon	5/7/2020	4/21/2025	0	0	0	0	0	0	0
	Margate Mercury	4/22/2020	4/21/2025	0	0	0	0	0	0	0
Bristol 24/7 CIC	Bristol 24/7 (online)	5/24/2017	5/24/2022	0	0	0	0	0	0	0
	Bristol24/7 Magazine (print)	5/24/2017	5/24/2022	0	0	0	0	0	0	0
Brixton Media C.I.C	Brixton Blog (online)	10/19/2016	10/19/2021	0	0	0	0	0	0	0
	Brixton Bugle (print)	10/19/2016	10/19/2021	0	0	0	0	0	0	0
BellingCat	BellingCat	5/15/2017	5/15/2022	2	1	0	0	0	0	0
Byline Media Holdings Limited	Byline Investigates	4/2/2020	9/14/2021	0	0	0	0	0	0	0
	Byline	9/14/2016	9/14/2021	0	2	0	0	0	0	0
Canary Media Limited	The Canary	8/21/2017	8/21/2022	16	0	0	0	0	0	0
Climate Change News Ltd	Climate Home News	4/20/2018	4/19/2023	0	0	0	0	0	0	0
Common Weal Limited	Source News	3/3/2017	3/3/2022	0	0	0	0	0	0	0
Cornish Stuff	Cornish Stuff	1/5/2018	1/5/2023	0	0	0	0	0	0	0
Cranfield and Marston Vale Chronicle	Flitwick Chronicle	12/16/2020	1/22/2024	0	1	0	0	0	0	0
	Cranfield and Marston Vale Chronicle (print)	6/1/2019	1/22/2024	0	0	0	0	0	0	0
	Cranfield and Marston Vale Chronicle (online)	1/23/2019	1/22/2024	1	0	1	1	0	1	0
Crewe News (Sole Trader)	Crewe News	9/25/2020	9/24/2025	0	0	0	0	0	0	0
Crossing The Borders Ltd	Brexit Standard (online)	3/14/2018	3/13/2023	0	0	0	0	0	0	0
	Brexit Standard (print)	3/14/2018	3/13/2023	0	0	0	0	0	0	0
Crowborough Life	Crowborough Life	12/17/2020	12/16/2025	0	0	0	0	0	0	0
Democratic Integrity Ltd	Democratic Integrity	9/22/2020	9/21/2025	0	0	0	0	0	0	0
Derby News	Derby News	7/3/2017	7/3/2022	0	1	0	0	0	0	0
Descrifier Limited	The Descrifier	9/20/2017	9/20/2022	0	0	0	0	0	0	0
DeSmog UK Limited	DeSmog UK	2/21/2018	2/20/2023	0	0	0	0	0	0	0
Dorset Eye Ltd	Dorseteye	3/1/2021	2/28/2026	0	1	0	0	0	0	0
Down News	Down News	5/14/2020	5/13/2025	0	0	0	0	0	0	0
EachOther	EachOther	4/30/2018	4/30/2023	4	0	0	0	0	0	0
East Devon News.co.uk	East Devon News	7/18/2019	7/17/2024	0	0	0	0	0	0	0
EEIO Ltd	Stroud Scene	11/20/2019	11/19/2024	0	0	0	0	0	0	0
	Totnes TQ9	11/20/2019	11/19/2024	0	0	0	0	0	0	0
Emerging Europe Ltd	Emerging Europe	10/17/2017	10/17/2022	2	0	0	0	0	0	0
Evolve Media LTD	Evolve Politics	11/23/2017	11/23/2022	0	0	0	0	0	0	0
Greater Exeter CIC	Exeter Observer	6/17/2019	6/16/2024	0	0	0	0	0	0	0
Greater Govanhill CIC	Greater Govanhill (print)	12/11/2020	7/5/2025	0	0	0	0	0	0	0
	Greater Govanhill (online)	7/6/2020	7/5/2025	0	0	0	0	0	0	0
Hastings Online Times	Hastings Online Times	6/16/2017	6/16/2022	0	0	0	0	0	0	0
Hyperlocal News Ltd	Your Harlow	2/28/2017	2/28/2022	0	1	0	0	0	0	0
	Your Thurrock	2/28/2017	2/28/2022	0	0	0	0	0	0	0
indeMedia LTD	Nottingham Times	3/13/2020	3/12/2025	5	0	0	0	0	0	0
	NursingNotes	3/13/2020	3/12/2025	0	0	0	0	0	0	0
Iraq Business News Ltd	Iraq Business News	2/20/2018	2/19/2023	0	0	0	0	0	0	0
IW Observer Ltd	Isle of Wight Observer (online)	7/24/2018	7/23/2023	0	0	0	0	0	0	0
	Isle of Wight Observer (print)	7/24/2018	7/23/2023	0	0	0	0	0	0	0
IW Publications (The Irish World)	The Irish World (online)	8/28/2017	8/28/2022	1	0	0	0	0	0	0
	The Irish World (print)	8/28/2017	8/28/2022	0	0	0	0	0	0	0
JNPMedia Ltd	Politics Means Politics	3/5/2018	3/4/2023	0	0	0	0	0	0	0
Journo Resources Ltd	Journo Resources	10/19/2020	10/18/2025	0	0	0	0	0	0	0
Keynsham & Saltford Times Ltd	The Week In - NE Somerset & East Bristol (print)	10/31/2016	10/31/2021	0	0	0	0	0	0	0
	The Week In - NE Somerset and E Bristol (online)	10/31/2016	10/31/2021	0	0	0	0	0	0	0
Kingston Enquirer Ltd	Kingston Enquirer	7/7/2020	7/6/2025	0	1	0	0	0	0	0
LDC News Service Ltd (South Asian Times)	South Asia Time	3/12/2021	3/11/2026	0	0	0	0	0	0	0
Leafie (DOESNOTEQUAL LTD)	Leafie	12/17/2020	12/16/2025	0	0	0	0	0	0	0
Left Foot Forward	Left Foot Forward	1/25/2019	1/24/2024	6	0	0	0	0	0	0
Leicester Updates Ltd	Leicestershire Updates	4/27/2020	4/26/2025	0	0	0	0	0	0	0

Account	Publication	Regulated From	Regulated To	Complaints made to Publisher	Complainants contacting IMPRESS	Complaints escalated to IMPRESS	Articles complained about escalated to IMPRESS	Complaints upheld by IMPRESS	Complaints dismissed by IMPRESS	Withdrawn
Lighthouse Media (C.I) Limited (Bailiwick Publishing)	Bailiwick Express Guernsey	4/30/2018	4/24/2023	0	1	0	0	0	0	0
	Bailiwick Express Jersey	4/30/2018	4/29/2023	2	0	0	0	0	0	0
	Connect Guernsey (print)	4/30/2018	4/29/2023	0	0	0	0	0	0	0
	Connect Jersey (print)	4/30/2018	4/29/2023	0	0	0	0	0	0	0
Llanelli Online	Llanelli Online	8/15/2017	8/15/2022	0	1	0	0	0	0	1
Local Communications Ltd	Tameside Correspondent (online)	2/28/2020	7/2/2022	0	0	0	0	0	0	0
	Tameside Correspondent (print)	2/28/2020	7/2/2022	0	0	0	0	0	0	0
	Shaw and Royton Correspondent	7/23/2020	7/3/2022	x	x	x	x	x	x	0
	Saddleworth Independent (online)	7/3/2017	7/3/2022	0	0	0	0	0	0	0
	Saddleworth Independent (print)	7/3/2017	7/3/2022	0	0	0	0	0	0	0
Make Some Noise Communications Ltd (Gedling Eye)	Gedling Eye	7/15/2016	7/15/2021	2	0	0	0	0	0	0
March for Change Campaign Ltd	Kent Bylines	3/26/2021	2/26/2026	0	0	0	0	0	0	0
	Sussex Bylines	3/12/2021	2/26/2026	0	0	0	0	0	0	0
	North East Bylines	3/5/2021	2/26/2026	0	0	0	0	0	0	0
	West Country Bylines	3/4/2021	2/26/2026	0	0	0	0	0	0	0
	Central Bylines	3/1/2021	2/26/2026	0	0	0	0	0	0	0
	West England Bylines	3/1/2021	2/26/2026	0	0	0	0	0	0	0
	Yorkshire Bylines	2/27/2021	2/26/2026	0	0	0	0	0	0	0
Media Bath Limited	Bath Echo (online)	3/11/2019	3/10/2022	0	0	0	0	0	0	0
	Bath Echo (print)	8/6/2019	3/10/2024	0	0	0	0	0	0	0
Media In & Out Ltd	Cooltura (Printed)	3/22/2017	3/22/2022	0	0	0	0	0	0	0
	Cooltura 24 (online)	3/22/2017	3/22/2022	0	0	0	0	0	0	0
	Polskie Radio Londyn	3/22/2017	3/22/2022	0	0	0	0	0	0	0
MMK Media Ltd	Armagh I	9/25/2020	9/24/2025	4	0	0	0	0	0	0
Moray Media CIC	Forres Local	9/25/2020	9/24/2025	0	0	0	0	0	0	0
My Turriff CIC	My Turriff	7/15/2016	7/15/2021	0	0	0	0	0	0	0
Nailed (Belper Alternative News)	Nailed	9/22/2017	4/12/2021	x	x	0	x	x	x	0
Network Norwich & Norfolk (part of Christian Community Trust for Norwich & Norfolk)	Good News for Norwich & Norfolk (print)	3/2/2018	3/1/2023	0	0	0	0	0	0	0
	Network Norwich & Norfolk (online)	3/2/2018	3/1/2023	0	0	0	0	0	0	0
New Internationalist Publications Ltd	New Internationalist (online)	8/11/2016	8/11/2021	1	0	0	0	0	0	0
	New Internationalist Magazine (print)	8/11/2016	8/11/2021	0	0	0	0	0	0	0
Newham Voices CIC	Newham Voices (online)	11/4/2020	11/3/2025	0	0	0	0	0	0	0
	Newham Voices (print)	11/4/2020	11/3/2025	0	0	0	0	0	0	0
Newry.ie CIC	Newry.ie	11/6/2019	11/5/2024	2	0	0	0	0	0	0
News and Media Republic Ltd	ArtsCulture	3/12/2020	3/11/2025	0	0	0	0	0	0	0
	D&CFilm	3/12/2020	3/11/2025	0	0	0	0	0	0	0
	The Devon Week	3/12/2020	3/11/2025	0	0	0	0	0	0	0
	The PRSD (People's Republic of South Devon)	3/12/2020	3/11/2025	0	0	0	0	0	0	0
On the Wight Ltd	On the Wight News	4/28/2017	4/28/2022	0	0	0	0	0	0	0
Opus Independents Ltd	Now Then Magazine - Sheffield (print)	8/3/2017	8/2/2022	0	0	0	0	0	0	0
	Now Then Magazine - Manchester (online)	8/3/2017	8/3/2022	0	0	0	0	0	0	0
	Now Then Magazine - Sheffield (online)	8/3/2017	8/3/2022	0	0	0	0	0	0	0
	Formby Reporter	6/9/2016	6/9/2021	0	0	0	0	0	0	0
PBT Media Relations (Southport Reporter)	Liverpool Reporter	6/9/2016	6/9/2021	0	0	0	0	0	0	0
	Mersey Reporter	6/9/2016	6/9/2021	0	0	0	0	0	0	0
	Southport Reporter	6/9/2016	6/9/2021	0	0	0	0	0	0	0
Perth Gazette (Sole Trader)	Perth Gazette	8/17/2020	8/16/2025	0	0	0	0	0	0	0
Pioneer Publishing Ltd	Great Barr Gazette	5/1/2020	4/30/2025	0	0	0	0	0	0	0
	The Pioneer Magazines Villages Edition	5/1/2020	4/30/2025	0	0	0	0	0	0	0
	The Pioneer Magazines Walsall Edition	5/1/2020	4/30/2025	0	0	0	0	0	0	0
Planet: the Welsh Internationlist (Berw Ltd)	Planet Extra	6/29/2018	6/28/2023	0	0	0	0	0	0	0
	Planet: the Welsh Internationalist (online)	6/29/2018	6/28/2023	0	0	0	0	0	0	0
	Planet: the Welsh Internationalist (print)	6/29/2018	6/28/2023	0	0	0	0	0	0	0
Plant Based News LTD	Plant Based News	3/22/2019	3/21/2024	0	0	0	0	0	0	0
Progress Publishing Ltd	Bedford Independent (online)	11/5/2018	11/4/2023	5	2	1	1	0	1	0
Ragged Trouser Productions Limited	Cornwall Reports	7/21/2017	7/21/2022	0	0	0	0	0	0	0
Red Brand Media LTD (West Wales Chronicle)	Swansea Standard	12/1/2020	2/20/2024	0	0	0	0	0	0	0
	Llanelli Standard (print)	3/26/2019	2/20/2024	0	0	0	0	0	0	0
	Llanelli Standard (online)	3/21/2019	2/20/2024	0	0	0	0	0	0	0
	West Wales Chronicle	2/21/2019	2/20/2024	0	0	0	0	0	0	0
	Carmarthenshire Standard	12/1/2020	2/24/2024	0	0	0	0	0	0	0
Reigate.uk Online Limited	Reigate.uk	4/16/2019	4/15/2024	0	0	0	0	0	0	0

Account	Publication	Regulated From	Regulated To	Complaints made to Publisher	Complainants contacting IMPRESS	Complaints escalated to IMPRESS	Articles complained about escalated to IMPRESS	Complaints upheld by IMPRESS	Complaints dismissed by IMPRESS	Withdrawn
Rosetta Publishing Ltd	Bedford Bulletin (print)	7/1/2020	6/22/2025	3	1	0	0	0	0	1
	East Northants Reporter (print)	7/1/2020	6/22/2025	0	0	0	0	0	0	0
	Kempston Calling (print)	7/1/2020	6/22/2025	0	0	0	0	0	0	0
	Bedford Bulletin (online)	6/23/2020	6/22/2025	0	1	0	0	0	0	0
	East Northants Reporter (online)	6/24/2020	6/23/2025	0	0	0	0	0	0	0
	Kempston Calling (online)	6/24/2020	6/23/2025	0	0	0	0	0	0	0
SAAZ Digitech Ltd	Asian Lite International (online)	5/10/2018	5/9/2023	0	0	0	0	0	0	0
	Asian Lite International (print)	5/10/2018	5/9/2023	0	0	0	0	0	0	0
Shetland News Online Ltd	Shetland News	10/19/2016	10/19/2021	0	0	0	0	0	0	0
Shropshire Live LLP	Shropshire Live	6/3/2016	6/3/2021	0	0	0	0	0	0	0
So Counties	So Counties	12/12/2018	12/11/2023	0	0	0	0	0	0	0
Social Spider CIC	EC1 Echo (Print)	11/1/2019	7/13/2021	0	0	0	0	0	0	0
	Enfield Dispatch (print)	10/30/2018	7/13/2021	0	0	0	0	0	0	0
	Tottenham Community Press (print)	10/30/2018	7/13/2021	0	0	0	0	0	0	0
	Enfield Dispatch (online)	10/26/2018	7/13/2021	1	0	0	0	0	0	0
	Tottenham Community Press (online)	10/26/2018	7/13/2021	0	0	0	0	0	0	0
	Barnet Post (online)	2/22/2021	7/14/2021	0	0	0	0	0	0	0
	EC1 Echo (online)	11/23/2020	7/14/2021	0	0	0	0	0	0	0
	Waltham Forest Echo (online)	7/14/2016	7/14/2021	0	0	0	0	0	0	0
	Waltham Forest Echo (print)	7/14/2016	7/14/2021	0	0	0	0	0	0	0
South Leeds Life C.I.C	South Leeds Life (online)	10/24/2019	10/23/2024	0	0	0	0	0	0	0
	South Leeds Life (print)	10/30/2019	10/29/2024	0	0	0	0	0	0	0
South Molton & District News	South Molton & District News	9/5/2016	9/5/2021	0	0	0	0	0	0	0
Star & Crescent Community Media CIC	Star & Crescent	2/15/2018	2/14/2023	0	0	0	0	0	0	0
Stonebow Media Limited	Lincolnshire Reporter	7/13/2016	7/13/2021	0	0	0	0	0	0	0
	The Lincolnite	7/13/2016	7/13/2021	14	3	0	0	0	0	0
TB Media Ltd	Londra Gundem	1/28/2021	1/27/2026	0	0	0	0	0	0	0
The Bellman (SCIO)	The Bellman	5/15/2019	5/14/2024	0	0	0	0	0	0	0
The Conversation Trust (UK) Limited	The Conversation UK	8/6/2019	8/6/2024	0	0	0	0	0	0	0
The Edinburgh Reporter	The Edinburgh Reporter (print)	10/1/2020	9/23/2025	0	0	0	0	0	0	0
	The Edinburgh Reporter (online)	9/24/2020	9/23/2025	0	0	0	0	0	0	0
The Ferret Media Ltd	The Ferret	6/16/2016	6/16/2021	2	1	1	1	1	1	0
The Guildford Dragon	The Guildford Dragon News	12/2/2017	12/2/2022	0	2	1	1	0	1	0
The Isle of Thanet News (Sole Trader)	The Isle of Thanet News (online)	2/26/2019	2/25/2024	2	0	0	0	0	0	0
	The Isle of Thanet News (print)	2/26/2019	2/25/2024	1	0	0	0	0	0	0
The Local Content Company Ltd	The Wick (online)	11/2/2020	11/1/2025	0	0	0	0	0	0	0
	The Wick (print)	11/2/2020	11/1/2025	0	0	0	0	0	0	0
The Lochside Press	The Lochside Press	11/3/2017	11/3/2022	0	0	0	0	0	0	0
The Oxford Whisperer	The Oxford Whisperer	7/16/2020	7/15/2025	0	0	0	0	0	0	0
the Pavement	the Pavement (online and print)	11/10/2020	11/9/2025	0	0	0	0	0	0	0
The Resurgence Trust	Resurgence (online)	7/24/2020	7/18/2025	0	0	0	0	0	0	0
	The Ecologist (online)	7/19/2020	7/18/2025	1	0	0	0	0	0	0
	Resurgence & Ecologist (print)	9/1/2020	7/22/2025	0	0	0	0	0	0	0
The Rooftop News CIC	The Rooftop News	2/1/2021	1/31/2026	0	0	0	0	0	0	0
The SKWAWKBOX	The SKWAWKBOX	10/1/2017	10/1/2022	3	4	2	2	2	0	2
The Stray Ferret Ltd	The Stray Ferret	3/17/2020	3/16/2025	8	1	1	0	0	1	0
Thousand Hands Ltd t/as Novara Media	Novara Media	9/2/2019	9/1/2024	0	0	0	0	0	0	0
Triovia Ltd (Causeway Coast Community)	Causeway Coast Community News	10/8/2020	10/7/2025	0	0	0	0	0	0	0
union-news.co.uk	union-news.co.uk	12/18/2017	12/18/2022	0	0	0	0	0	0	0
Unity News Network LTD	Unity News Network	4/9/2019	4/8/2024	0	0	0	0	0	0	0
VIEW/digital	View Magazine (print)	6/1/2016	6/1/2021	0	0	0	0	0	0	0
	VIEW/digital (online)	6/1/2016	6/1/2021	0	0	0	0	0	0	0
Visitcrest Ltd	The Muslim News (print)	8/28/2020	8/18/2025	0	0	0	0	0	0	0
	The Muslim News (online)	8/19/2020	8/18/2025	2	0	0	0	0	0	0
WBO MEDIA LIMITED	Wielka Brytania Online	3/19/2019	3/18/2025	0	0	0	0	0	0	0
Wendover News Ltd	Wendover News (online)	6/28/2017	6/28/2022	0	0	0	0	0	0	0
	Wendover News (print)	6/28/2017	6/28/2022	0	0	0	0	0	0	0
West Leeds Dispatch	West Leeds Dispatch	3/13/2017	3/13/2022	0	0	0	0	0	0	0
Wycombe Today	Wycombe Today	8/17/2019	8/16/2024	0	0	0	0	0	0	0
Yazaroo Ltd (Hillbers News Network)	Hillbers News Network	10/16/2020	10/15/2025	0	0	0	0	0	0	0

Governance

Our Expert Board

IMPRESS is governed by a board that consists of prominent media industry and legal experts, and specialists who bring additional insights from beyond the journalism sector. All Board members are 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 Regulatory Scheme, Standards Code, and adjudications. It also oversees IMPRESS's strategic planning and implementation, working in collaboration with the CEO and executive team.

Chair



Walter Merricks CBE was the first Chief Ombudsman of the Financial Ombudsman Service, with responsibility for an organisation of 1,500 staff and a £90m annual budget. Until recently was Chair of the legal charity Justice, a position he held since 2016. He served a six-year term as a member of the board of the Gambling Commission and has been involved in dispute resolution and regulation in fields including legal services, healthcare, insurance, energy and intellectual property. He is also a member of the Civil Aviation Authority's consumer panel. Earlier in his career, he also worked as a legal journalist and academic.

Members



Deborah Arnott is Chief Executive of Action on Smoking and Health (ASH), one of the UK's most effective campaigning charities. The Faculty of Public Health awarded her the Alwyn Smith prize for the role she played in introducing the UK's smoking ban 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. (Period of appointment ended September 2021.)



Cordella Bart-Stewart OBE has over 30 years' experience as a solicitor, having established her general legal practice in North London in 1990. She has a strong interest in equality and human rights issues and has specialised in family and immigration law for over 25 years. She has been a fee-paid Judge of the First Tier Tribunal since 2000. In 2009, she was awarded an Honorary Doctorate from Staffordshire University for her contribution to the legal profession and her voluntary work. She is a Chartered Manager and Companion of the Chartered Management Institute. She is also the serving Director and founding member of the award-winning Black Solicitors Network, and was shortlisted as the Law Society Gazette Legal Personality of the Year in the Law Society Excellence Awards 2014. Cordella is also a member of the Council of Law Society of England & Wales. In 2021, she was awarded an OBE in the Queen's 2021 New Year Honours List for services to the legal profession and to diversity and education.



Debrah Harding has worked on behalf of the research sector for over 20 years. As Managing Director of the Market Research Society (MRS), Debrah leads on its standards, policy and public affairs activities, working extensively with government departments and global institutions. Debrah has a wealth of knowledge of ethical codes, quality standards, guidelines, data protection/GDPR, and their enforcement. Debrah is also Chair of the Global Business Research Network (GRBN), Vice-President of the European Research Federation (EFAMRO), a member of the BSI Standards Policy and Strategy Committee, a Fellow of the Academy of Social Sciences and Fellow of the RSA.



David Leigh has a journalism career spanning over 40 years, working for publications such as *The Observer*, *The Times*, *The Scotsman*, *Granada TV*, *The Washington Post* and *The Guardian*, where he was Investigations Editor until his retirement in 2013. Between 2006 and 2018, he was the Anthony Sampson Professor of Reporting at City, University of London. He has been awarded numerous journalism accolades including Investigation of the Year in 2015, Lifetime Achievement in 2013 (Global Investigative Journalism Network), and at the British Press Awards in 1979, 1996 and 1996. In 2019, he published his latest book *Investigative Journalism – a Survival Guide*.



Pam Vick is the Founder of Caspia Consultancy Ltd and a highly regarded commercial business development and strategic consultant, advising boards and business owners for over 15 years. She specialises in B2B and digital transformation, with experience across many sectors including professional services, software, recruitment, finance, technology (including FinTech), travel, manufacturing, media and charity. Her executive board and corporate experience includes a \$1.5b global advertising agency and a €500m online recruitment European IPO success story. She was also European Marketing Director of Hertz, a \$9.5b leading travel brand. Pam is an Ambassador for Women on Boards UK and Boardroom Advisors, a member of the Advisory Board for the charity DEBRA, a member of the Chairman's Network, and has contributed to advertising effectiveness textbooks and articles including IPA Advertising Effectiveness Awards.



Shelina Janmohamed is an author, public speaker and newspaper columnist. She has written for publications such as *The Telegraph*, *The Guardian*, the BBC and *Campaign Magazine*, and is a regular opinion columnist in *The National UAE*. She works in the advertising and branding industry and has worked with some of the world's biggest companies such as Coca-Cola, Unilever and Nestle. She sits as an advisor on WPP's Inclusion Board as well as the Inclusion Board for Ogilvy. She is a globally recognised expert on Muslim consumer trends and has been named one of the UK's 100 most powerful Muslim women.



David Robinson (Treasurer and Senior Independent Board Member) is Non-Executive Director and Audit and Compliance Committee Chair of Forester Life (UK), Trustee of the Royal Scottish National Orchestra, a member of the Beirat (Advisory Board) of Community Life GmbH (Germany) and a lay member of the Investigations Committee of the Chartered Accountants of Scotland. He is a former Governor and Audit and Risk Committee Chair of Heriot-Watt University, Edinburgh, former Chair of the charity 'Smalls for All' and former Trustee of board diversity charity, 'Changing the Chemistry'. An actuary, he was the founder and former CEO of life insurer Bright Grey (Royal London).



Andrea Wills has a wealth of experience in broadcasting regulation, standard setting, and investigations within 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 vice-chair of the board of the West Country-based Learn@Multi-Academy Trust and chair of its Quality and Standards Committee.

Panels and Committees

(October 2021)

Appointment Panel

Caroline Instance (Chair)
Chris Kenny
Damian Tambini
David Robinson
Jean Gray
Paul McFarlane (appointed July 2020)
Tom Murdoch (retired July 2020)
Walter Merricks CBE

Finance and Audit Committee

David Robinson (Chair)
James Flint
Pam Vick
Debrah Harding
Walter Merricks CBE

Communications Committee

Pam Vick (Chair)
Deborah Arnott
David Robinson
Walter Merricks CBE

Independent Service Complaints Reviewer

Steve Thacker

Code Committee

Andrea Wills (Chair)
Cordella Bart-Stewart OBE
David Leigh
Dr Paul Wragg
Dr Craig Gent (serving editor, appointed April 2021)
Emma Jones (retired May 2021)
Gavin Phillipson
Lorna Woods (retired March 2021)
Matt Walsh
Paul Hutchinson (serving editor, appointed April 2021)
Peter Coe (appointed July 2021)
Shelina Janmohamed
Susan McKay (appointed July 2021)
Vanessa Baird (serving editor)
Walter Merricks CBE

Supplementary Regulatory Committee Members

Ato Erzan-Essien
Chris Elliott
Claire De Than
Conor Heaney
Iain Christie
Liz Munro
Paul Herbert
Rachel Matthews

Staff



Ed Procter (Chief Executive Officer) joined IMPRESS as Chief Operating Officer in 2016. He is an established chief executive who led the development of Sport Resolutions into the premier independent arbiter of sport disputes in the United Kingdom over a nine-year period. He previously held senior leadership positions at the Legal Services Commission and Sport England. Earlier in his career he worked in criminal justice and the newspaper and advertising industries.



Angie D'Souza (Business Manager and Company Secretary) is an experienced Business Support Manager who most recently held the Office and Administration Support Manager position for Imperial College, Student Union. Earlier in her career she worked as Management Accountant in the creative media and hospitality sectors, moving on to secure an advisory role, as part of a peripatetic service commissioned by the local authority, supporting school leadership teams with pupils struggling to access mainstream education. More recently she has been studying for a Level 5 Diploma in Human Resources Management.



Lexie Kirkconnell-Kawana (Head of Regulation) is a New Zealand qualified barrister and solicitor who has worked in all forms of media regulation. She has previously worked at the Advertising Standards Authority in the investigations team and at the New Zealand Office of Film and Literature Classification, an independent state media regulator, in a research and semi-judicial capacity.



Alexandra Ward (Business and Communications Executive) completed her undergraduate studies in English and Politics at the University of Liverpool and holds a Masters from King's College London in Politics and Contemporary History. She has always had a keen interest in the press industry; her MA dissertation explored the history of press regulation in post-war Britain and she has written for titles including the Liverpool Echo and The Telegraph.



Clara Aguirre (Communications and Engagement Manager) comes from a background in Public Policy Comms. She is an LSE graduate, where she studied an MSc in media and Communications, and studied Political Science at the University of Salamanca (Spain). She helped launch and was Communications Coordinator for a Public Policy think tank in Argentina. As a PR consultant, she worked with politically sensitive entities. She was also a Representative at the UN Department of Public Information. Clara has also written for Latin American news publications like Infobae and Anfibia.



Tom Spencer (Regulatory Executive) completed his undergraduate studies in Law with Spanish at the University of Liverpool and subsequently undertook the LPC at BPP Law School, where he was able to explore areas of interest such as media law and dispute resolution. He previously worked at Opus 2, advising lawyers on the use of a cloud-based platform designed for litigation and arbitration teams.

Special thanks go to IMPRESS founder and former CEO Jonathan Heawood who left IMPRESS in February 2020, former Business Manager and Company Secretary Lee Hall who left in April 2021 and Complaints Executive Sonia Giga, who left in June 2021.

Regulated publications

- 5Pillars UK
- Action on Climate Emergency (ACE) Settle and Area
- Armagh I
- ArtsCulture
- Asian Lite International
- Asian Lite International (print)
- Bailiwick Express Guernsey
- Bailiwick Express Jersey
- Ballymoney Bubble
- Barnet Post
- Barnet Post (print)
- Bath Echo
- Bath Echo (print)
- Bedford Bulletin
- Bedford Bulletin (print)
- Bedford Independent
- BellingCat
- Bristol 24/7
- Bristol24/7 Magazine (print)
- Brixton Blog
- Byline Investigates
- Bywire News
- Carmarthenshire Standard
- Causeway Coast Community News
- Central Bylines
- Climate Home News
- Commercial Times
- Connect Guernsey (print)
- Connect Jersey (print)
- Cooltura (print)
- Cooltura 24
- Cornish Stuff
- Cornwall Reports
- Corporate Jet Investor
- Cranfield and Marston Vale Chronicle
- Cranfield and Marston Vale Chronicle (print)
- Crowborough Life
- D&CFilm
- Decentred Media
- Democratic Integrity
- Derby News
- DeSmog UK
- Dorseteye
- Down News
- EachOther
- East Anglia Bylines
- East Devon News
- East Northants Reporter
- East Northants Reporter (print)
- EC1 Echo
- EC1 Echo (print)
- Emerging Europe
- Emerging Europe (quarterly print)
- Enfield Dispatch
- Enfield Dispatch (print)
- Evolve Politics
- Exeter Observer
- Flitwick News
- Formby Reporter
- Forres Local
- gal-dem
- Gedling Eye
- Good News for Norwich & Norfolk (print)
- Great Barr Gazette
- Greater Govanhill
- Greater Govanhill (print)
- Hastings Online Times
- Helicopter Investor
- Hillbers News Network
- Iraq Business News
- Isle of Wight Observer
- Isle of Wight Observer (print)
- Journo Resources
- Kempston Calling
- Kempston Calling (print)
- Kent Bylines
- Leafie
- Left Foot Forward
- Leicester Stories
- Leicestershire Updates
- Lincolnshire Reporter
- Liverpool Reporter
- Llanelli Online
- Llanelli Standard
- Llanelli Standard (print)
- Londra Gundem
- Love Ballymena
- Margate Mercury
- Mersey Reporter
- My Turriff
- Network Norwich & Norfolk
- New Internationalist
- New Internationalist Magazine (print)
- Newham Voices
- Newham Voices (print)
- Newry.ie
- North East Bylines
- Novara Media
- Now Then Magazine - Manchester
- Now Then Magazine - Sheffield

- Now Then Magazine - Sheffield (print)
- NursingNotes
- On the Wight News
- Phoenix Media Co-operative
- Planet Extra
- Planet: the Welsh Internationalist
- Planet: the Welsh Internationalist (print)
- Plant Based News
- Politics Means Politics
- Polskie Radio Londyn
- Ramsgate Recorder
- Reigate.uk
- Resurgence & Ecologist (print)
- Resurgence
- Revolution.Aero
- Saddleworth Independent
- Saddleworth Independent (print)
- Semaphore Intel
- Shaw and Royton Correspondent
- Shaw and Royton Correspondent (print)
- Shetland News
- Shropshire Live
- So Counties
- Socialist Think Tank
- Source News
- South Asia Time
- South Leeds Life
- South Leeds Life (print)
- South Molton & District News
- Southport Reporter
- Star & Crescent
- Stroud Scene
- Superyacht Investor
- Sussex Bylines
- Swansea Standard
- Tameside Correspondent
- Tameside Correspondent (print)
- The Barnes Village Bugle
- The Bellman
- The Broadstair Beacon
- The Canary
- The Conversation UK
- The Deal Despatch
- The Descrier
- The Devon Week
- The Ecologist
- The Edinburgh Reporter
- The Edinburgh Reporter (print)
- The Ferret
- The Guildford Dragon News
- The Irish World
- The Irish World (print)
- The Isle of Thanet News
- The Isle of Thanet News (print)
- The Lincolnite
- The Lochside Press
- The Meteor: Manchester's Independent Media
- The Muslim News
- The Muslim News (print)
- The Oxford Whisperer
- The Pavement (online and print)
- The Pioneer Magazines Villages Edition
- The Pioneer Magazines Walsall Edition
- The PRSD (People's Republic of South Devon)
- The Rooftop News
- The SKWAWKBOX
- The Stray Ferret
- The Week In - NE Somerset & East Bristol
- The Week In - NE Somerset & East Bristol (print)
- The Whitstable Whistler
- The Wick
- The Wick (print)
- Totnes TQ9
- Tottenham Community Press
- Tottenham Community Press (print)
- union-news.co.uk
- Unity News Network
- View Magazine (print)
- VIEW/digital
- Wales News Online
- Waltham Forest Echo
- Waltham Forest Echo (print)
- Wendover News
- Wendover News (print)
- West Country Bylines
- West England Bylines
- West Leeds Dispatch
- West Wales Chronicle
- Wielka Brytania Online
- Wycombe Today
- Yorkshire Bylines
- Your Harlow
- Your Thurrock

Note: correct at time of publication, October 2021

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