

# **ASSOCIATED NEWSPAPERS**

**Annual statement to the Independent  
Press Standards Organisation 2022**

# **1. Factual information**

## **1.1 Overview**

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

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

## **1.2 List of Titles**

The Associated Newspapers titles regulated by IPSO are:

- Daily Mail (Circulation area England, Wales and Northern Ireland. Average circulation including Scotland and Ireland December 2022: 812,000)
- The Mail on Sunday (Circulation area England, Wales and Northern Ireland. Average circulation including Scotland and Ireland December 2022: 674,000)
- Scottish Daily Mail (Circulation area Scotland. Average circulation December 2022: 51,900)
- The Scottish Mail on Sunday (Circulation area Scotland. Average circulation December 2022: 43,800)
- Metro (Distribution in major cities and suburban areas in England, Scotland and Wales. Average circulation December 2022: 966,000)
- The i (Circulation area England, Scotland, Wales and Northern Ireland. Average circulation including Scotland and Ireland December 2022: 137,000)
- MailOnline (Global audience. Global monthly unique browsers December 2022: 180.1m)
- Metro.co.uk (Global audience. Global monthly unique browsers December 2022: 32.0m)
- inews (Global audience. Global monthly unique browsers December 2022: 9.7m)

### **1.3 Responsible person**

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

## **2 Editorial standards**

### **2.1 Overview.**

Associated Newspapers has always been committed to upholding the editorial standards enshrined in the Editors' Code of Practice. During 2022 the Editor Emeritus became chair of the Regulatory Funding Company and the Editor of Metro was a member of the Editors' Code of Practice Committee.

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

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

There were no significant changes in regulatory requirements in 2022. The Editor Emeritus continued his current series of seminars for journalists explaining recent rulings by the Complaints Committee and the effect they have on working practices.

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

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

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

We publish our Complaints Procedure (See Appendix 1).

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

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

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

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

## **2.2 Guidance from IPSO.**

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

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

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

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

### 2.3 Verification of stories

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

### 2.4 Financial Transparency

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

## 3 Complaints handling

### 3.1 Forms in which complaints are accepted.

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

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

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

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

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

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

### **3.2 Handling of editorial complaints.**

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

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

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

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

### **3.3 Keeping of records.**

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

### **3.4 Resolution of complaints.**

The average time taken to resolve complaints in 2022 was 21 working days. This represents the time taken from our receipt of a complaint to our last substantive exchange with the complainant or, in the case of complaints which proceed to IPSO for ruling, the last substantive exchange with IPSO. It does not include time spent waiting for IPSO to rule on a complaint or issue its ruling, as this is beyond our control.

### **3.5 Information provided to readers.**

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

## **4 Training Process**

### **4.1 Details of training programmes**

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

### **4.2 Plans for further training**

The Editor Emeritus held 28 seminars for staff in 2022. Further seminars will be held if necessary, meanwhile seminars will be held for new joiners

## **5 Compliance**

### **5.1 Complaints ruled on by IPSO**

During this period IPSO ruled on 38 complaints against Associated Newspapers titles. 10 were upheld. The rulings were:

02739-21 Matinvesi v Mail Online. Breach  
10073-21 Various v Mail Online. Breach  
09309-21 A woman v Daily Mail. No breach  
01786-21 Brewerton v Mail Online. No breach  
09771-19 Reynolds v Mail Online. Breach  
09791-21 Yorkshire County Cricket Club v Daily Mail. No breach  
07363-21 A man v metro.co.uk. No breach  
01743-21 Power v Mail Online. No breach  
10659-21 Hagyard v Mail Online. No breach  
07403-21 Foster v Mail Online. Breach

02643-21 James v Mail Online. Breach  
11214-21 Zaman v The Mail on Sunday. No breach  
01200-22 Various v Mail Online. Breach  
15321-20 Foster v Daily Mail. No breach  
09039-21 Sadler v Mail Online. No breach  
00546-22 Costley-White v Mail Online. No breach  
12885-21 Kay v Daily Mail. No breach  
11471-21 Phillips v Mail Online. No breach  
09742-21 Woodcock v metro.co.uk. No breach  
11947-21 Dizaei v Daily Mail. No breach  
11837-21 North East Ambulance Service v Mail Online. Breach  
01400-22 Jesus College Cambridge v Daily Mail. Breach  
01909-22 Walker v Daily Mail. Breach  
02464-22 Phillips v Daily Mail. No breach  
09483-22 Various v Daily Mail. No breach  
09956-22 Various v The Mail on Sunday. No breach  
00627-22 Doe v You (The Mail on Sunday). No breach  
01732-22 Rahman v Mail Online. No breach  
01139-22 Mehson v Mail Online. No breach  
07734-22 Gleeson v Mail Online. No breach  
01443-22 Risk Management Authority v Scottish Daily Mail. Breach  
10067-22 Warner, Eddleston & Eddleston v Mail Online. No breach  
09504-22 Hunter v Mail Online. No breach  
09505-22 Hunter v Daily Mail. No breach  
01193-22 A woman v metro.co.uk. No breach  
10348-22 Malster v Mail Online. No breach  
11288-22 Baillie v The Mail on Sunday. No breach  
11417-22 Dollimore v Daily Mail. No breach

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

10596-21 Shaw v Mail Online  
12200-21 Moulds v Mail Online  
13207-21 Studholme v Mail Online  
09540-22 A woman v Mail Online  
02507-22 Jones v Daily Mail

## 5.2 Steps taken to respond to adverse adjudications:

**02739-21 Matinvesi v Mail Online.** This was based on an article published by The Times. Staff were reminded that when following up an article published elsewhere they must still check all fact are accurate, especially where they are a matter of public record.

**10073-21 Various v Mail Online.** This involved a Daily Mail newspaper story which was reheadlined for MailOnline. Staff were reminded that when putting new headlines on stories they must not introduce information which is not accurate.

**09771-19 Reynolds v Mail Online.** Staff were reminded that when writing headlines and bullet points they must ensure that they summarise accurately what is said in the article.

**07403-21 Foster v Mail Online.** This article included comments made by the complainant in a previous interview some months previously. Staff were reminded that when taking material from previously published articles it must be clearly distinguished from contemporaneous information.

**02643-21 James v Mail Online.** Staff were reminded that where the public interest is being relied upon they must make sure it is proportionate to any possible breach of privacy, and that where a desist order is in place the mere proximity of a photographer may be a breach, even if there is no contact with the complainant.

**01200-22 Various v Mail Online.** Staff were reminded that headlines based on pictures must accurately describe the events portrayed.

**11837-21 North East Ambulance Service v Mail Online.** Staff were told they must ensure that all factual statements are both technical accurate and placed in correct context.

**01400-22 Jesus College Cambridge v Daily Mail.** The author of the article was reminded that all claims of fact must be carefully checked to ensure accuracy.

**01909-22 Walker v Daily Mail.** The journalist who sub-edited the story was reminded that where possible claims of fact must be checked against publicly available information.

**01443-22 Risk Management Authority v Scottish Daily Mail.** Staff were reminded that when publishing statements from the subject of a story care should be taken to ensure they are quoted accurately and presented in a way that gives the quotes the meaning originally intended.

### 5.3 Details of other incidents

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

However, we can supply the following details for complaints resolved under IPSO rules during 2022. This list does not include legal complaints, or those resolved informally:

**Total number of complaints resolved: 159**

***This figure includes:***

**Number of complaints adjudicated or mediated by IPSO: 43**

**Complaints referred by IPSO and resolved by us within the 28-day period: 69**

**Clauses of the Code raised (some complainants raised more than one clause, none raised clauses 7, 8 or 15):**

1 Accuracy	136
2 Privacy	34
3 Harassment	24
4 Intrusion into grief	11
5 Reporting of suicide	1
6 Children	3
9 Reporting of Crime	2
10 Subterfuge	5
11 Victims of sexual assault	1
12 Discrimination	13
13 Financial journalism	1
14 Confidential sources	1
16 Payments to criminals	1

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

Outside jurisdiction	1
Code not engaged (internal determination)	63
Code potentially engaged (internal determination)	48
Upheld by IPSO	10
Not Upheld by IPSO	28
Outcome mediated by IPSO	5

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

Online article amended	62
Online article, or picture removed	14
Adjudication published	1
Correction/clarification published	28
Footnote added to online article	16
Donation to charity	1
Goodwill payment	3
Apology published	2
Private letter of apology	2
No remedial action required	47

## **Appendix 1. Complaints Procedure**

# **Daily Mail**

# **Complaints Procedure**

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

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

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

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

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

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

### **2. Important points to check before you submit your complaint**

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

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

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

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

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

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

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

### 3. What happens next?

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

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

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

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

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

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

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

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

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

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

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

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

**Please note IPSO has no authority to award financial compensation.**

## Appendix 2 - Verification of stories



# Verification of stories

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

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

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

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

## Appendix 3 - Financial Transparency



## Financial transparency for journalists

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

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

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

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

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

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

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

- **Financial Journalism**

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

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

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

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

- **Advertorials and sponsored content**

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

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

- **Travel**

It would not be possible to provide a full range of travel features unless journalists are able to take advantage of offers from travel companies to sample destinations they serve.

However no offer should be accepted unless:

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

- **Fashion and beauty**

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

your head of department. If for any reason a supplier has made a significant financial input into an article it should be made clear in a fact box.

- **Motoring**

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

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

## **Appendix 4 – Complaints Service**

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

### Weather

Get the latest UK weather for all and most of the world

London 2 (PM)  
Aberdeen 2 (PM)  
Glasgow 5 (PM)  
Birmingham 8 (PM)  
Manchester 2 (PM)  
Cardiff 3 (PM)  
Newcastle 4 (PM)  
Edinburgh 1 (PM)  
Belfast 3 (PM)

#### Summary: Sunny

**UK TODAY:** Early mist and fog will clear, then mostly dry with lots of sunshine however cloud will linger across southern counties of the best. A chance of winter showers across northern Scotland. Max 16.

#### Today's weather

City	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
London	☀	☀	☀	☀	☀	☀	☀	☀	☀
Manchester	☀	☀	☀	☀	☀	☀	☀	☀	☀
Birmingham	☀	☀	☀	☀	☀	☀	☀	☀	☀
Cardiff	☀	☀	☀	☀	☀	☀	☀	☀	☀
Edinburgh	☀	☀	☀	☀	☀	☀	☀	☀	☀
Glasgow	☀	☀	☀	☀	☀	☀	☀	☀	☀
Newcastle	☀	☀	☀	☀	☀	☀	☀	☀	☀
Aberdeen	☀	☀	☀	☀	☀	☀	☀	☀	☀
Belfast	☀	☀	☀	☀	☀	☀	☀	☀	☀

#### 5 day forecast

City	Thu	Fri	Sat	Sun	Mon
London	☀	☀	☀	☀	☀
Manchester	☀	☀	☀	☀	☀
Birmingham	☀	☀	☀	☀	☀
Cardiff	☀	☀	☀	☀	☀
Edinburgh	☀	☀	☀	☀	☀
Glasgow	☀	☀	☀	☀	☀
Newcastle	☀	☀	☀	☀	☀
Aberdeen	☀	☀	☀	☀	☀
Belfast	☀	☀	☀	☀	☀

#### Yesterday

City	High	Low	Wind	Cloud	UV
London	12	8	10	100	3
Manchester	11	7	12	100	3
Birmingham	10	6	11	100	3
Cardiff	11	7	10	100	3
Edinburgh	10	6	11	100	3
Glasgow	11	7	10	100	3
Newcastle	10	6	11	100	3
Aberdeen	11	7	10	100	3
Belfast	10	6	11	100	3

#### News and Sun

1400 hrs: Sun, 14 Dec  
1600 hrs: Sun, 14 Dec  
1800 hrs: Sun, 14 Dec  
2000 hrs: Sun, 14 Dec  
2200 hrs: Sun, 14 Dec  
2400 hrs: Sun, 14 Dec

#### Europe forecast

City	High	Low	Wind	Cloud	UV
London	12	8	10	100	3
Paris	11	7	11	100	3
Rome	13	9	12	100	4
Madrid	14	10	13	100	5
Stockholm	10	6	11	100	3

#### Around the world yesterday

City	High	Low	Wind	Cloud	UV
London	12	8	10	100	3
New York	45	35	15	100	2
Tokyo	55	45	10	100	4
Sydney	25	15	12	100	1
Mumbai	30	20	15	100	3

# Chief nurses warn: Union is putting patient lives at risk

By Shaun Woolter  
Health Editor

THE nursing union is putting patients at risk by failing to protect life-saving services on strike days, the profession's UK leaders have warned.

Dame Ruth May, chief nursing officer for England, has written to Royal College of Nursing general secretary Pat Cullen to say many leaders feel let down.

The letter is co-signed by her counterparts in Scotland, Wales and Northern Ireland and urges Mrs Cullen to do more to protect patient safety during walkouts.

The intervention came as NHS cancer chief Dame Chy Palmer wrote to the RCN asking it to adopt a 'zero-patient-

## OAP strapped to a plank and taken to A&E by van

By Richard Marsden

A MILITARY veteran who broke his hip and shoulder had to be strapped to a plank of wood and taken to hospital in a van because no ambulances were available.

Melvyn Ryan, 89, was found by one of his eight grandchildren, Nicole Lea, behind the door of his home after he pressed an emergency call button around his neck.

When Mrs Lea dialled 999 she was told no ambulances were available to send to his home in Cwmbran, South Wales.

She told the BBC: 'It was just the utter shock of being told that no help was coming and the thought in my head was "Oh my God, he's going to die!"'

Mr Ryan, who served in Britain's response to the 1956 Suez Crisis, was strapped to a plank of wood and placed carefully in the van of Mrs Lea's partner, Dr Iona Collins, of the British Medical Association in Wales, described the case as 'the stuff of nightmares'.

Lee Brooks, of the Welsh Ambulance Service, apologised and pledged to launch an investigation.



Nightmare: Melvyn Ryan recovers in hospital

### 'Leaders feel let down'

ate approach for patients' and permit surgeons to perform urgent operations to 'avoid harm'. Up to 13,800 operations could be cancelled as a result of the nursing strike tomorrow, with further action planned for next Tuesday.

Up to 100,000 nurses are expected to walk out of hospitals, including A&Es and cancer wards, after the Government refused demands for a 1.1 per cent pay rise.

Health leaders say patients should expect a 'bank holiday level' of service as a result.

Dame Ruth's letter suggests the RCN's refusal to staff hospital wards and A&Es fully means patients could miss out on life-saving treatment such as antibiotics, which must be given promptly to prevent death from infections such as sepsis. The chief nurses add

that local RCN strike committees are defying national union guidance and refusing to guarantee they will provide chemotherapy.

They also warn that dying patients may have to go without pain relief and they seek assurances that the RCN will act to 'alleviate unnecessary distress for patients'.

The letter urges the union to soften its stance and allow members to cross picket lines to cover A&Es, all cancer therapy and urgent mental health care, including for children.

It adds: 'Many chief nurses direct our of nursing care, of course, RCN members them-

selves and some have expressed feelings of having been let down by the RCN.'

The RCN has said it will maintain a 'life-preserving model of care' with most services reduced to 'Christmas Day' or 'night duty' levels.

Last night, Health Secretary Steve Barclay said patients would be 'worried and frustrated' by tomorrow's strike and called on the RCN to end it off. An RCN spokesman said the letter from the chief nurses was 'out of date' as the union had 'met senior clinicians today and agreed key points'.

Meanwhile, it emerged yesterday that a union guide for nurses preparing to strike says they should ask patients: 'Will you support us?'

Tories called the move 'totally unacceptable'. The RCN was unavailable for comment over the guide.

## Grinch goes off rails

PAGES 10-11

# Now physiotherapists vote to strike

PHYSIOTHERAPISTS yesterday voted to join nurses and paramedics in a series of crippling NHS strikes this winter.

Midwives in Wales also backed walkouts, but those in England failed to secure enough support for industrial action, the Royal College of Midwives

By Health Editor

said. Some 94 per cent of Chartered Society of Physiotherapy members voted in the ballot and of those, 84 per cent voted for strike action and 40 per cent for action short of strike.

The union balloted members on an employer by employer basis, and secured

a mandate for strikes in 112 organisations in England and every health board in Wales.

It is the first time that NHS physiotherapy staff have been balloted on pay. It will begin the process of planning for industrial action in the new year.

The Royal College of Midwives held a national ballot in England and a separate national ballot in Wales.

In England, some 88.42 per cent of those who voted were in favour of strikes, however the turnout was only 48.79 per cent, which is below the 50 per cent threshold that is required for a legal mandate.

In Wales, there was a turnout of 55.39 per cent, of which 91.46 per cent voted to strike.

### Clarifications & corrections

AN ARTICLE in early editions of Saturday's paper said that the European Court of Human Rights had criticised the UK's approach to refugees. In fact, this criticism came from the Commissioner for Human Rights at the Council of Europe.

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# 'People will be entitled to boo if they turn up'

From Page One

Late Queen's beloved Commonwealth as 'Empire 2.0'; and Meghan's ostentatious parody of a curtsy.

Former Conservative leader Iain Duncan Smith told The Mail on Sunday: 'If they dislike the Royal Family so much why would they attend the Coronation?'

Fellow Tory veteran David Mellor echoed the sentiment, saying: 'They shouldn't come to the Coronation. They categorically shouldn't come.'

'They make money out of selling their family down the river. I think it should be made clear that the British people do not want them there.'

He also suggested that people 'would be perfectly entitled to boo if the couple did turn up', adding: 'They are a sad pair and there is no hope for them on their current course.'

Lady Antonia Fraser, the historian and author, added: 'I hope they don't come because I want the King and Queen to be the centre of attention. It worries me that if they cause the cameras might waste time

**'A distraction from the focus of a great day'**

on them. They should stay holding hands in Hollywood. A poll for The Mail on Sunday today reveals almost half the public agree the couple should be barred from the Coronation. Also, twice as many people think Prince Harry should be excluded from the line of succession and be stripped of his Duke of Sussex title, compared to those who believe they should be allowed to maintain their status.

Yesterday, yet another trailer was released to promote the final three episodes of the Netflix show, which will be released on Thursday. In it, Harry and Meghan reveal that their first dance on their wedding night was to Wilson Pickett's 'Land Of 1,000 Dances', with Meghan saying she was 'spinning like a whirlwind'.

As well as details of their romance, the new instalments are expected to contain even more explosive material covering the couple's break with



**THOMAS MARKLE: I DID TEXT MEGHAN FROM SICK BED** Page 12

**LAST NIGHT'S MATCH PROVES HARRY AND MEGHAN WERE WRONG** David Blunkett, Page 25

the Royal Family. In the first episode, Harry asserted that a 'race element' meant Meghan was 'treated differently' from others.

The Mail on Sunday can today also reveal that:

● Thomas Markle has vehemently denied his daughter's allegation that someone else used his phone to text her while he was in hospital;

● Palace insiders rejected Meghan's claims they advised her not to invite her niece to her wedding in Harry;

● Commonwealth chiefs have angrily hit back at the suggestion it is 'Empire 2.0';

● Prince William is understood to be 'infuriated' by Harry's inclusion of a clip from their mother's Panorama interview, which Martin Bashir obtained by deceit, in the programme;

● When asked about all the allegations made in the show, a palace insider echoed the late Queen's comment after the couple's earlier allegations, saying: 'Yet again, many recollections may be varying';

● It is understood that the Royals still regard Meghan, Harry and their children as 'much-loved' members of the family, and intend to invite them to the Coronation.

However, leading members of the Establishment last night united in their call for them to stay away, including one senior Tory MP who said: 'I wouldn't have them attending anything in my constituency, let alone the Coronation'.

Another Tory MP, Bob Seely, said: 'If I were them I'd stay

away - but they obviously want to attend and sometime afterwards.'

The now retired Rear Admiral Chris Parry said of the Duke and Duchess: 'I think they have forfeited their right to be part of the Royal Family any more. Frankly, they have shown themselves to be unreliable in terms of recording things and reporting them.'

'The Coronation is another red carpet event for them - and they are likely to tread and tell. They are not consistent with the dignity and the importance of the occasion.'

Eminent historian Lord Andrew Roberts said there are many precedents for excluding the couple. 'Queen Caroline wasn't invited to George

**'They will not fit the dignity of the occasion'**

IV's Coronation, The Duke and Duchess of Windsor weren't at George VI's 1937, and Elizabeth II's German relations weren't invited in 1953, so there's plenty of precedent for not inviting people who would be a distraction to and detract from the focus of the great day', he said.

A representative poll of 2,085 British adults for this newspaper found that 26 per cent of people thought that Harry and Meghan should be banned from the Coronation, and 31 per cent thought they should be allowed to attend. When the 41

per cent who did not express a view are excluded those figures are 47 per cent and 53 per cent respectively.

Asked by pollsters Finishead-ave if the couple should lose their Duke and Duchess of Sussex titles, 44 per cent said yes and 19 per cent no. Similar numbers were for and against them losing their place in the line of succession.

One expert said that the allegations the couple made in the Netflix programme presented a security risk to the serving members of the Royal Family.

Dan Davies, former head of Royal protection, said: 'I feel very strongly about this. We don't know what poison will come out next, but when considering what has been said, be it half-truth, lie or mockery of the Royal Family, how can anyone want them to be invited to the Coronation?'

'The presentation of the monarchy and the Commonwealth as being racist is an insult to British and Britons.'

'This also gives rise to a very serious security issue.'

'The false narrative presented in this series could give rise to people with a fixation on the Royal Family to enact their fantasies.'

Margaret Halker, a Royal author, said: 'I think the Sussexes will simply not be invited to events, or they will be advised diplomatically not to attend, because it would mean all attention goes on them and not on the Royal Family.'

Additional reporting: Cameron Charters

### LOTTO NUMBERS

14 17 19 23 34 51

54  
No one shared night's lucky jackpot, which was set at £10 million on Wednesday.  
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BONUS 7

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■ In an article concerning Mr Shabbaz Sharif entitled 'Did the family of Pakistani politician who has become the poster boy for British overseas aid STEAL funds meant for quake victims' published on 14 July 2022 we reported on an investigation by Pakistan's National Accountability Bureau into Mr Sharif and suggested that the money under investigation included a not insubstantial sum of British public money that had been paid to the Punjab province in DFID grant aid. We accept Mr Sharif has never been accused by the National Accountability Bureau of any wrongdoing in relation to British public money or DFID grant aid. We are pleased to make this clear and apologise to Mr Sharif for this error.

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**BUSINESS BITES**

**Lower debt of resilient Brits will 'help avoid home repossessions'**

FEWER homes will be repossessed in the UK's financial crisis than in past ones - because households are more resilient, Bank of England governor Andrew Bailey says.

People on the whole had less debt than before the 2007 crash and the early '90s recession, he said. 'Banks are now required by regulation to support customers through these problems more than they did in the past,' he added.

'I hope and believe we won't get the level of repossessions and, therefore, the level of loan losses that went on in the past.' Around million people on fixed rate



**Hopeful:** Andrew Bailey yesterday

mortgages face a £200 a month jump at the end of next year. A report by his policy committee said banks were 'well placed to absorb shocks and continue meeting credit needs' of households and firms.

AN AD aiming to recruit women as builders has been banned by the Advertising Standards Authority for sexism. The poster, from Rated People, stated: 'Building Work. It's a man's game. Bit like football was.'

TWITTER has dissolved its trust and safety council - a volunteer-run group formed to address hate speech and other issues on the site. The decision came minutes before advisers were to meet with owner Elon Musk on Zoom.

**TOURIST RATES**

Germany (100)	1.13
France (100)	1.17
Spain (100)	1.17
Italy (100)	1.17
Japan (100)	1.17
USA (100)	1.17
South Korea (100)	1.17
China (100)	1.17
India (100)	1.17
South Africa (100)	1.17

**On track for six months more misery, Lynch warns**



TV desk: GMTV's Richard Madeley and Kate Garraway with Mick Lynch (right)

by DOMINIC YEATMAN

UNION boss Mick Lynch warned striking workers could paralysed the rail network for another six months as he clashed with broadcast bosses in a series of fiery interviews yesterday.

The RMT chief was even told to 'log on' by Good Morning Britain host Richard Madeley, as he lashed out at claims public support for the walkouts was waning.

At the pair repeatedly spoke over each other, Mr Lynch was accused of 'bullying' by Madeley - who said strikes over the



WITH TYING PEGGY, STRIKING MR. LYNCH SENDS JULY CARDS TO PEGGY'S!

THE number of working days lost to strike action hit a decade high of 470,000 in October, The Office for National Statistics said. The data also showed private sector pay surged 6.0 per cent in the three months to October but increased by just 2.7 per cent for those in the public sector.

festive period could put businesses at risk of closure.

And on BBC Radio 4's Today show, Mr Lynch said presenter Michael Hussey was 'portraying the most right-wing stuff' when she asked how much the dispute had already cost his members.

'You never criticise the super-rich for what they're doing to unions... to postal workers. You just point out anything you receive from the employers and the government,' he said.

'We have taken the network into virtual shut-

down. We will continue until our members are ready to settle,' he added.

The walkouts come after the RMT rejected a five per cent pay rise, back-dated to January, with the promise of a further four per cent increase next year.

Network Rail has also ruled out cutting jobs until 2025 to break the deadlock.

But transport secretary Mark Harper aimed 46 per cent of RMT staff rejected the latest offer - down from nine in ten in a previous ballot. 'Almost 46 per cent voted in favour. The tide is turning,' he said.

He also refused to deny reports that he told rail chiefs to insist unions must accept driver-only trains if they wanted to settle the dispute. However, Network Rail boss Andrew Haines said it was hard to see a glimmer of hope in the long-running row, as his warned strikes would hit services until January 9.



On-air exchange: Michael Hussey

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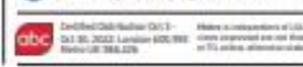
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**Your View**

TWEETS AND EMAILS

**I was still working at 75**

Retiring from nursing at age 50, after 33 years in the job, I was told I could stay for a further five years if I wanted to. Instead, I took a part-time job at a Morrisons supermarket ending up making pizzas until I was 75. I never intended to stay that long, but the company was a good one to work for and

keeping active with a lot of people around was very enjoyable. It is all up to one's health how long you can enjoy working in old age. "We cannot work until we drop" (3 December)

What your job entails decides when you have had enough, not ever-lengthening government pension age years.

What is very important is joining a work pension scheme as soon as you

can afford it when first starting out, and getting your travelling ambitions done before you need a Zimmer frame.

MARY HODGSON  
COVENTRY

**Ministers ignore nation's health**

It's bad enough when the Government reveals its incompetence over the economy. But when it

care's streets over the health of the nation, it's unforgivable. With the public mindful of the Tories' mishandling of Covid, largely thanks to the behaviour of the appalling Matt Hancock, the failure to prioritise investment in vaccines and health infrastructure (3 December) provides a huge opportunity for Labour.

Kate Stanger should lead with this at Wednesday's PMQs, and as former Vaccine Task Force chair Kate Ringham advises, stress how an expert leader is needed to co-ordinate manufacturing capability and clinical development.

Stanger can show how Labour if not the Tories, have learnt the lessons from Covid, and that a Labour government would make health its No 1 priority.

SENIE EWANS  
LIVERPOOL

**Investigate the Royal Family**

There have been investigations into institutional racism in a number of British institutions. Following the resignation of Lady Hester, who is going to carry out such an investigation into the Royal Family?

DEREK McMILLAN  
DURRINGTON,  
WEST SUSSEX

**Class sizes fuel private schools**

As an ex-teacher, I am in complete agreement with reader C. Caubon



Growing class sizes in state schools are a key reason why people use the private sector, a reader says (3/11)

regarding class sizes in state schools (Your View, 3 December). Successive education secretaries have dithered until it is clear that an effective teacher should be able to deal with any number of students in a classroom, while ignoring the fact that small class sizes are one of the key USPs of the private sector.

**Onshore wind: don't blow it**

Paul Waugh's piece about onshore wind (3 December) was excellent. Projects should go ahead quickly whenever there is local consent, with compensation in the form of reduced electricity bills for those who suffer the pollution of noise or visual disruption.

Countries have always exploited their natural resources. Ours is wind. It's only a pity that all of the wind generated in

Perthshire couldn't be better used.

DICK DOLAN  
WOODBRIDGE,  
SUFFOLK

**UK isn't alone in hospital delays**

The problems with hospital appointments and ambulances are apparently (according to Le Monde) not in any way limited to the UK.

This is, for some reason, never reported in the British media. Why is there so little news from France, Belgium, Ireland, the Netherlands, Spain, Portugal and Germany?

It is as if the UK is living in a vacuum. Best!

ANDREW BERRY  
SWANSEA

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**Quiz answers (10/10)**

1. Boris
2. EJD
3. The Supertits
4. Queen Anne
5. Mastodon
6. Geneva (right)
7. Big Brother
8. South Western Townships
- 9-10
11. The Valley of the Kings



**Help for Households**

**Every household will get help with energy bills this winter**

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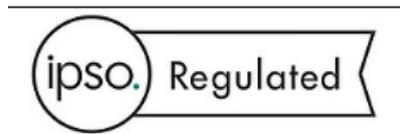
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**The Silk Road gets a resort makeover**  
The part of Uzbekistan aiming for Dubai-like luxury

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#### DON'T MISS

▶ Sarah Ferguson breaks her silence on Coronation invite 'snub' - and why she's 'loving' her current relationship with Prince Andrew



▶ Demure Megan McKenna is WORLDS away from her OTT reality star style as she makes red carpet debut with boyfriend Oliver Burke at Wicked



▶ Irina Shayk shows off her svelte physique as she sports a criss-cross black bikini - after partying alongside Leonardo DiCaprio at Coachella



▶ Pregnant Rihanna flashes her baby bump in a denim crop top and mini skirt as she cuddles Fendi-clad son, 11 months, at a family dinner in Paris



**EXCLUSIVE** Make-up free Daisy Lowe is pictured for the first time with her newborn daughter Ivy during outing with her fiancé Jordan Saul



▶ There's a new lottery prize where one lucky postcode will share £1million EVERY WEEK! Here's what you need to know **AD FEATURE**



▶ Pamela Anderson makes jaws drop as she flaunts her figure in a SEE-THROUGH beaded bodysuit and black blazer at H&M's Mugler launch event



▶ Chanelle Hayes looks slimmer than ever as she stuns in a form-fitting black midaxi dress... after 9st weight loss



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

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

- IPSO, Gate House, 1 Farringdon Street, London, EC4M 7LG
- Website: [ipso.co.uk](https://ipso.co.uk)
- Email: [advice@ipso.co.uk](mailto:advice@ipso.co.uk)
- Telephone: 0300 123 2220

# Inews:

## **Complaints policy and Ipso**

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



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

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

## Appendix 5 - 2022 seminar programme

### IPSO's getting tougher...

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

1. Introduction
  - The number of complaints IPSO upheld increased markedly in 2021 – 62 across all national titles, compared to 33 in 2020. 58 of the 62 upheld complaints concerned accuracy.
  - The increasing readiness of IPSO to uphold accuracy complaints means journalists must be ever more vigilant in following the Code to the letter.
2. It is important to be able to show evidence for EVERY fact in your story:
  - Complainants sometimes challenge numerous facts in a story, and IPSO may ask for evidence to support all of them – even passing references.
  - This means a complaint can still be upheld even if the overall message of the story – and nine out of ten facts within it – are completely accurate.
  - Reporters must make sure they have evidence for every fact – and omit any information about which they are less than 100 per cent certain.
  - Case history – *Walker v Daily Mail*
3. IPSO may expect you to have notes of every conversation however brief
  - Two complaints were upheld because reporters had checked facts over the phone while they were writing their stories, then typed the answer they believed they had been given straight into their stories.
  - When complainants challenged those facts, the reporters were unable to provide separate notes to support them. IPSO refused to accept the copy itself as a note, and ruled that care had not been taken.
  - Reporters must ensure they have note of every conversation on which they are going to rely, however brief. If reporting events virtually, and typing notes straight into their computers, they must save a copy before editing their notes into a story – otherwise they will have no separate note to produce for IPSO.
  - Case histories – *Reed v MailOnline, A Woman v MailOnline, metro.co.uk and Metro*.
4. Take extra care with statistics
  - Most journalists are not mathematicians. This can lead to misunderstandings over statistics.
  - If reporters are writing stories based on statistics it is sensible to go back to the source of the story, outline how they are interpreting the statistics, and check that is a reasonable and accurate approach to take.
  - Case history: *Portes v Metro*.

5. Be precise in your language - IPSO may read headlines literally
  - In one case a Daily Mail headline described a decision by eleven EU member states halt use of the AstraZeneca vaccine as 'EU snubs UK'.
  - IPSO ruled that as no action had been taken by the European Commission itself, it was not accurate to report a decision by eleven member states as an action by the EU.
  - Headlines must be precise – it is not good enough to rely on a fuller explanation in the copy to remedy loose phrasing in a headline.
  - Case history – *Ormerod v Daily Mail*
  
6. We may have to publish a correction, even if we can show we took care over the facts in a story.
  - Sometimes it is possible to defend a complaint successfully under Clause 1(i), by showing that proper care was taken with sourcing and checking a story, but the information contained may still be inaccurate.
  - In that case a correction must still be published, and failure to do so is a breach of Clause 1 (ii)
  - Case histories – *Sloane v MailOnline, Pelling v Metro, Dyson Technology Limited v MailOnline*
  
7. It is also important that corrections do the job properly.
  - Increasingly IPSO will not accept amending the copy online as adequate correction of an inaccuracy.
  - There must be a separate correction, or at least a footnote, which identifies the inaccuracy and sets out the accurate position. Otherwise complaints risk being upheld.
  - Case histories: *A Woman v MailOnline, metro.co.uk and Metro.*
  
8. Take a great care in summarising quotes from court cases
  - It is very tempting to paraphrase quotes from court evidence and judgments, particularly in headlines.
  - But there is always a risk that in doing so, important nuance of meaning is lost, which opens the way to complaints.
  - Try to ensure the language used in copy follows that used in court as closely as possible.
  - Case history: *Ahmed v metro.co.uk*

## **Appendix 6 – Training of Journalists**

# **The Associated Newspapers editorial training scheme 2022**

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

In 2022 we recruited and trained 36 trainees. This followed the 25 recruited in 2021. In 2022 there were six news reporters and seven sub-editors for the Daily Mail and Mail on Sunday and a sports journalist for the Daily Mail. The sports journalist was on the Mail's Stephen Lawrence scheme and supported through his post-graduate training before joining the scheme.

We have strived to nurture previous Stephen Lawrence scholars, and ethnically diverse candidates in general. One is now a parliamentary reporter, another on the City desk and a third is doing very well as a showbiz reporter.

In 2022 there were also 21 trainee online reporters for MailOnline in the UK and one for DailyMail.com in America.

This year, 2023, the scheme is 20 years old, having been first run for sub-editors in 2003. We are planning to run three courses from June to September. These are for online and print reporters and print sub-editors in London and online reporters in New York.

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

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

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

The reporters are taught for three weeks under Peter Sands, and the sub-editors and online trainees for four weeks. It is an intensive course with a lot of red-penning of exercises and zero tolerance of mistakes. In 2022 we introduced software training in Glide and Wombat for MailPlus. These are the other topics covered in this year's basic training:

### **Reporting course**

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

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

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

### **Sub-editing course**

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law)
- the art of the sub-editor
- a glossary of subbing terms
- the 70 most common errors in newspapers
- intro writing and story structure
- the art of storytelling
- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy, trainees from the USA and Australia study the codes of practice that apply in their home countries)
- media law (libel, privacy, copyright, bribery)
- proofreading
- the subbing perils
- Mail style
- understanding the Mail audience
- Mail headline writing and practical headline exercises
- captions, subdecks, standfirsts, factfiles
- analysis of different newspaper styles
- Photoshop
- Adobe InDesign
- an introduction to typography
- handling pictures and graphics
- layout and design
- putting together a picture spread
- editing stories from different sources
- editing a live breaking story
- current affairs knowledge

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

Reporters and online journalists go either to the titles above or to big regionals such as the Liverpool Echo. Here they learn the skills of going on the road.

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

471 trainees have graduated from the scheme – 272 for the London newspapers, 132 for MailOnline in London, 38 for DailyMail.com in New York and 29 for Daily Mail Australia in Sydney. Many are now senior executives on our newspapers and websites – so trainees may well find themselves working for someone who not very long ago was a trainee themselves.

**Sue Ryan and Peter Sands**