



Press Distribution Charter

Quarterly Report 01/01/2016 – 31/03/2016

During the three month period between 1st January 2016 and 31st March 2016 a total of 38 completed PDC Stage 2 complaint forms were submitted generating 60 breaches of PDC standards. The complaints originated from 22 wholesale houses and 2 DTR London. There were no complaints made against the NMA or PPA.

During this period 3 complaints were escalated to Stage 3 although one of these was commenced and adjudicated on at Stage 2 in 2015.

During the period under review there were in excess of 55 complaints resolved via the PDF helpline. During the corresponding period last year there were 15 telephone resolutions.

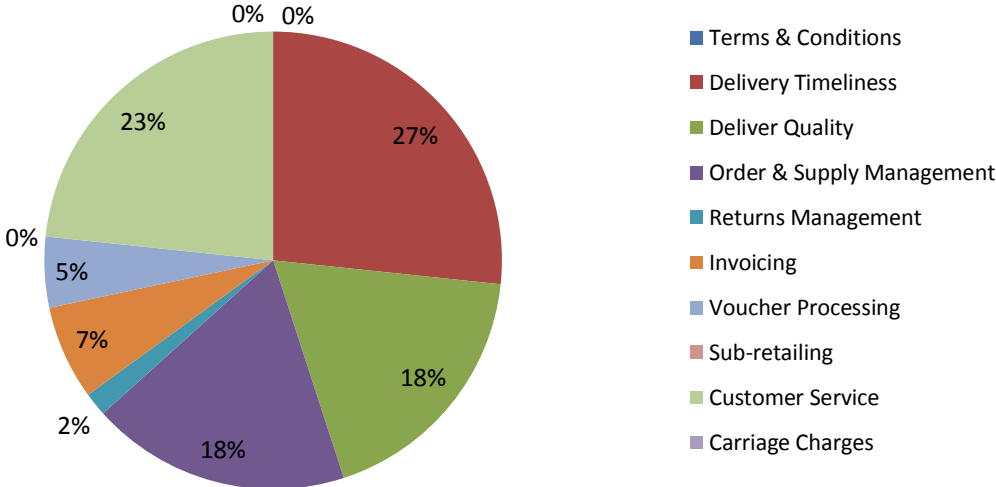
In the corresponding period last year there were a total of 29 PDC Stage 2 complaints that generated 43 failures to meet PDC standards. The complaints originated from 14 wholesale houses and 1 from the News Media Association (Guardian). There were no complaints made against the PPA.

Complaints by Standard

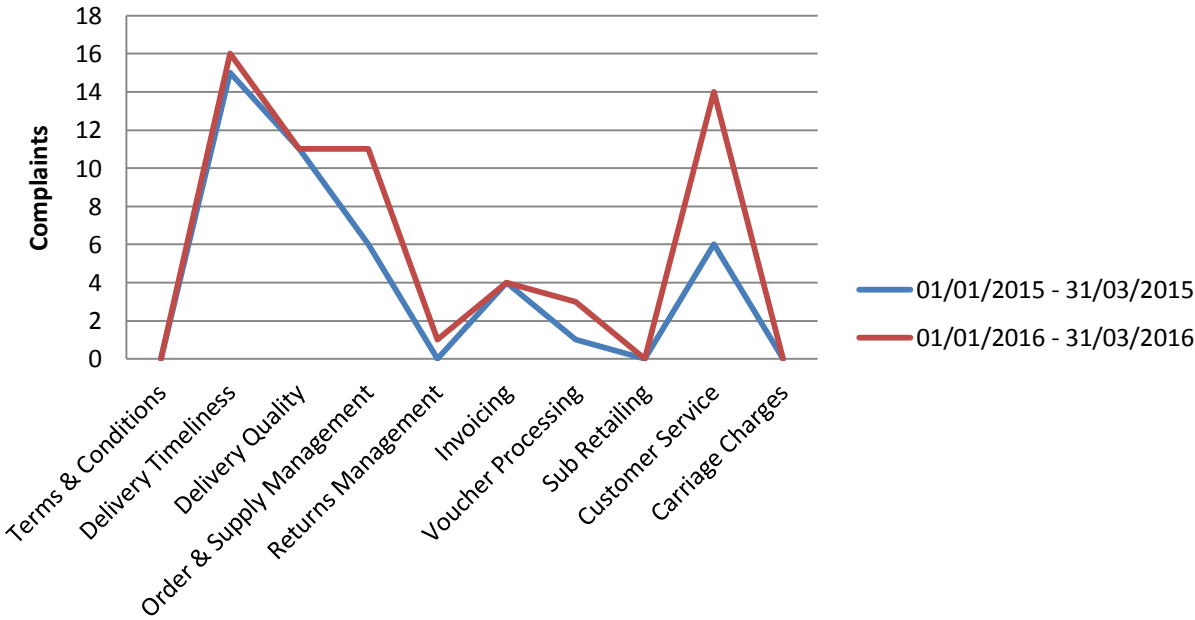
Of the 60 breaches that were reported 0 related to Terms & Conditions, 16 Delivery Timeliness, 11 Delivery Quality, 11 Order and Supply Management, 1 Returns Management, 4 Invoicing, 3 Voucher Processing, 0 Sub-retailing, 14 Customer Service and 0 Carriage Charges.

Between 01/01/2015 and 31/03/2015 of the 43 failures, 0 related to Terms & Conditions, 15 Delivery Timeliness, 11 Delivery Quality, 6 Order & Supply Management, 0 Returns Management, 4 Invoicing, 1 Voucher Processing, 0 Sub-retailing, 6 Customer Services and 0 Carriage Service.

Complaints by Standard 01/01/2016 - 31/03/2016



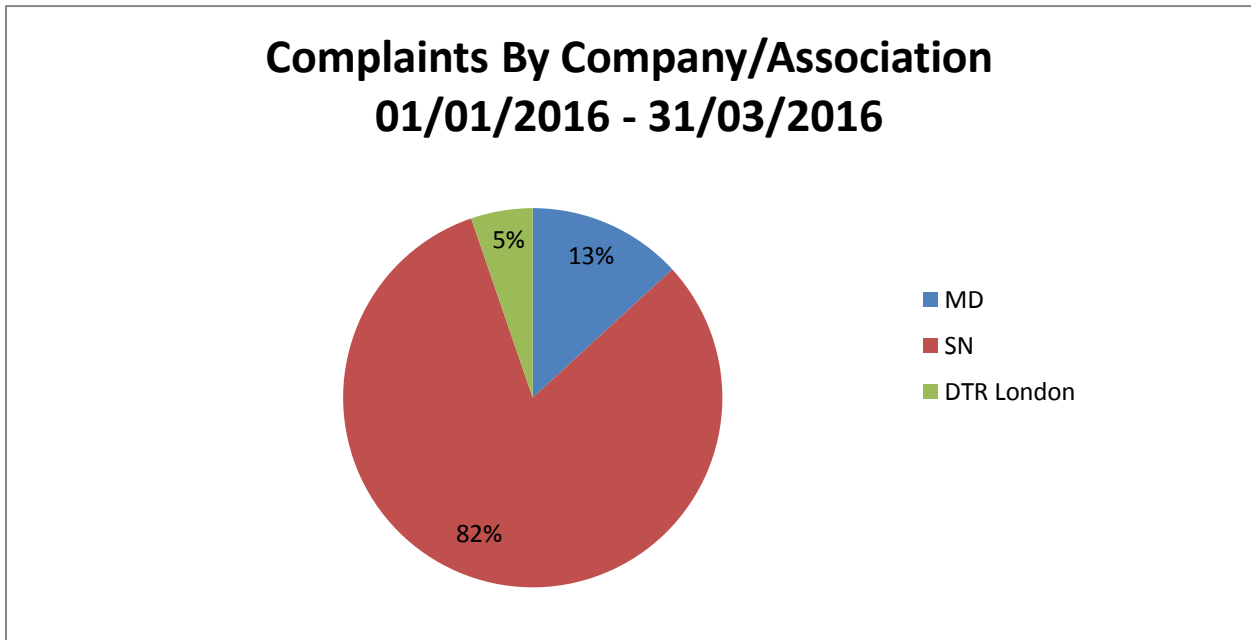
Complaints Year on Year

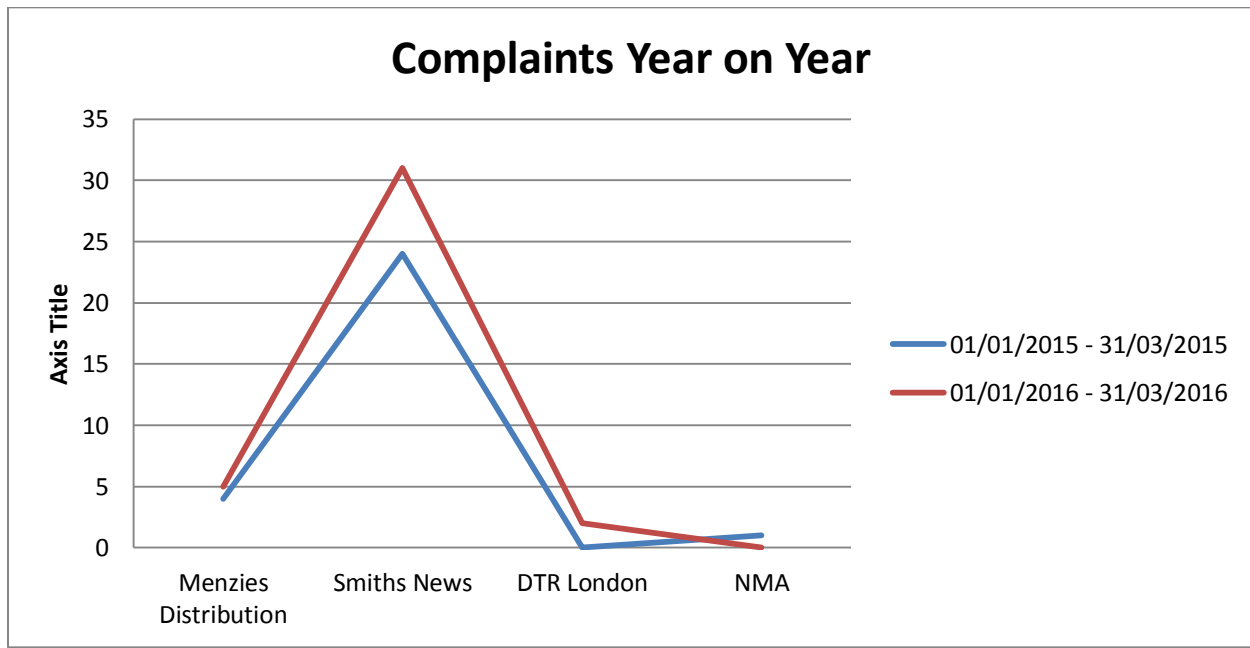


Complaints by Company/Association

Menzies Distribution dealt with 5 Stage 2 complaints and Smiths News 31. There were 2 complaints made against DTR London. There were no complaints made against newspaper publishers or magazine publishers/distributors.

In the same period last year Menzies Distribution had 4 Stage 2 complaints made against them, Smiths News 24 and the NMA 1 (The Guardian). There were no complaints recorded against the PPA.





Type of Complaint by Branch

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies	Maidstone			1	1		1				
Dist.	Ryde			1							
	S E London			1			1				
	Swansea				1						
	TOTAL	0	0	3	2	0	2	0	0	0	0
Smiths	Birmingham		1	1	1					1	
News	Borehamwood			1	1						
	Crawley							1		1	
	Hammersmith		2	1	1					2	
	Hornsey									1	
	Lancing		2	1						1	
	Liverpool									1	
	Newport		1	1	1	1					
	Northampton		1		1					1	
	Nottingham		2	1	3					2	
	Oxford		2							1	
	Peterborough		1				1				
	Southampton		1	1							
	Stevenage		1								
	Southport						1			1	

	Taunton			1	1					1	
	Warrington									1	
	Wednesbury							2			
	TOTAL	0	14	8	9	1	2	3	0	14	0
	DTR London		2								
	TOTALS	0	16	11	11	1	4	3	0	14	0

*NB Numbers indicate breaches of Press Distribution Charter complaints and therefore include multiple complaints.

The corresponding table for the period 01/01/2015 - 31/03/2015 is as follows:

Wholesaler/ Publisher	Area	T. & C.	Del. T.	Del. Q.	Ord. & Supp.	R M.	Inv.	V. P.	Sub. Ret.	C. S.	C. C.
Menzies	Maidstone		1								
Dist.	Newbridge		2		1						
	Sheffield			1							
Smiths	Barnstable				1					1	
News	Borehamwood						1			1	
	Gloucester			1	1					1	
	Hammersmith		2	3			2				
	Hornsey		1								
	Newport			1			1				
	Nottingham		3	2	2					2	
	Oxford		2	1				1		1	
	Peterborough			1	1						
	Slough		2	1							
	Stockport		1								
NMA	The Guardian		1								
	TOTALS		15	11	6	0	4	1	0	6	0

*NB Numbers indicate breaches of Press Distribution Charter complaints and therefore include multiple complaints

Timeliness of Stage 2 Process

The Press Distribution Charter provides that Stage 2 complaints should normally be completed within 14 days, but no longer than 28 days. The table below records the average time it took for completion of Stage 2 Complaints.

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
DTR London	2	0	6.00
Menzies Distribution	5	0	1.60
Smiths News	31	2	10.70

Timeliness for the first quarter last year was as follows:

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average Time for Completion
Menzies Distribution	4	0	7.00
News Media Ass.	1	0	2.00
Smiths News	24	1	5.46

Comment

Trends

Complaints made in the first quarter of 2016 show an increase year on year and over the fourth quarter of last year with Smiths News being largely responsible for this trend showing an increase of complaints made against them of 7 in each instance.

Delivery - Timeliness remains the busiest category, but shows no increase over the preceding quarter's figure of 16 complaints. Having said this, the complaints resolved via the PDF helpline indicate an increase in complaints concerning lateness of delivery and the NFRN has entered into dialogue with the PDRP on this issue. The PDRP became aware of the trend some time ago and addressed the matter at length during its December meeting.

The conclusion of the PDRP debate was that there are a number of factors that can impact the supply chain and cause delays. The panel was of the opinion that the underlying factors are:

- a) A considerable number of major overnight road works at present.
 - In relation to planned road works, the publishers introduce extra vehicles to mitigate lateness by altering the base plan on a daily basis. The newspaper planning teams are in dialogue with the relevant highway agencies and have formed good relationships to ensure every mitigation is put in place prior to distribution. Publishers are investing significant extra spend on a daily basis to alleviate lateness on known road works.
 - Unfortunately, unplanned road works are becoming more frequent and night publishers are experiencing road closures that are unexpected and more difficult to mitigate at short notice. The teams are working with the different bodies to minimise this but sometimes, due to extraneous circumstances, planned timings of roadwork overrun or become an emergency.

- b) Vehicle sharing by publishers has also shifted the delivery times in some depots and means larger volumes arriving at the same time.
- c) Consolidation of wholesale depots has meant larger geographies and more delivery routes are covered from single sites.
- d) Points (b) and (c) above obviously increase the risk of 'bunching' that impacts on the wholesalers ability to unload product and break bulk in a timely manner.

Delivery Quality shows a slight decrease over the 01/10/2015 - 31/12/2015 quarter but remains a concern.

Order and Supply Management complaints seem to be on the increase. There were 11 in the period under review and only 7 in the preceding quarter.

The PDRP is disappointed to note an increase in the number of Customer Service complaints for the quarter. There were 14 in the first quarter of the year compared with 7 in the preceding quarter and 6 year on year.

Press Distribution Review Panel Activities

Quality Assurance Questionnaire

To date there have been no responses to the PDRP's own Quality Assurance initiative. This is very disappointing as the questionnaire is designed to assess retail satisfaction with the PDC complaints process and as such is important to us. Without feedback, future development work on the Charter and its complaints process is made more difficult.

Again, we urge constructive comment.

Press Distribution Charter

As you will by now be aware, the PDRP has been working on a paper containing recommendations for the next Press Distribution Charter review. The work concentrates on better aligning the Charter to Menzies Distributions Service Pledge. This work has now been completed and will be forwarded to the Press Distribution Forum for onward presentation to the next formal Charter Review Committee.

Press Distribution Forum Help Line

For a number of years the PDRP Administrator has been running a telephone help line. Any retailer can telephone or email her with an issue and she will attempt to contact the wholesaler or publisher concerned with a view to getting it resolved without reference to the formal PDC complaints process. She has met with considerable success with this venture and the facility is getting used more often.

To date statistics have been compiled on an ad hoc basis and the PDRP reviews them on a quarterly basis. The PDRP is of the opinion that this facility forms an important part of the PDRP function and has decided to have the statistics compiled on a strict calendar quarter basis and published within the quarterly reports.

The most recent statistics are:

03/09/2015 - 04/12/2015

T & C	Del. T.	Del.Q.	O.S.M.	R.M.	Inv.	V.P.	Sub. R	Cus. S	C.C.
1	28	18	12	22	24	5	0	51	1

05/12/2015 - 28/03/2016

T & C	Del. T.	Del.Q.	O.S.M.	R.M.	Inv.	V.P.	Sub. R	Cus. S	C.C.
5	23	16	12	17	19	5	0	31	0

T & C - Terms and Conditions Del. T. - Delivery Time Del. Q. - Delivery Quality
O.S.M. - Order & Supply Management R.M.- Returns Management Inv. - Invoicing
V.P. - Voucher Processing Sub R. - Sub Retailing Cus. S - Customer Service
C.C. - Carriage Charges

Well done Dorothy, keep the good work up.

Issues

Unfortunately, data capture has started occurring late again. Wholesalers and publishers are allowed three weeks to submit their quarterly statistics and they are expected to be accurate.

Statistics for the last two quarters have been late and incomplete/inaccurate. In order to preserve transparency it is essential to publish timely and accurate statistics on the complaints process. Contributors please take note.

Finally, the quality of Stage 2 & 3 complaints is deteriorating. Retailers are merely sending in a written statement of their case. The written statements do not present a coherent and logical case. Furthermore, they are rarely supported by evidence.

Retailers must present their case properly; it is not for the Independent Arbitrator to work out the basis of the complaint. The 'PDC - Guide for Retailers' is forwarded to any retailer making a Stage 2 or 3 complaint and they are urged to follow the advice contained within it.

Neil Robinson
Chairman – Press Distribution Review Panel
17/05/2016