

**Minutes of the Press Distribution Review Panel Held on Wednesday 11<sup>th</sup> July  
at PPA London**

Present:	Steve Cripwell	Chair
	Mark Gilhespie	NMA
	Trevor Hudson	PPA
	Paresh Vyas	Independent Retailer
	Graham Read	Independent Retailer
	Brian Murphy	Retail Representative
	Fiona Campbell	Menzies Distribution
	Marie Kirven	Smiths News

Item	
<b>1.</b>	<b>Apologies for Absence</b>
<b>1.1</b>	Raj Chotai (Independent Retailer), Mark McConnell SN (represented by Marie Kirven)
<b>2.</b>	<b>Minutes of previous meeting 8<sup>th</sup> May 2018</b> - The Minutes of the previous were agreed
<b>3.</b>	<b>Matters Arising</b> - none
<b>4.</b>	<b>Reporting</b>
<b>4.1</b>	<b>Actions carried forward from previous meeting 8<sup>th</sup> May 2018</b>
	<ul style="list-style-type: none"> <li>• Include broader industry performance stats, consider best source(s) NDM or equivalent. <b>Action: Consider and report on available wholesale data to summarise daily supply chain activity. i.e. number of daily deliveries X all product combinations. FC/ MK</b></li> <li>• Comparison vs other categories; consider relevant product categories that could be used to benchmark the performance of Magazines and Newspapers supply chain <b>Action: Royal Mail and Train companies discussed. Requires further discussion. ALL</b></li> <li>• To include some reportage of Stage 1 activity: <b>Action: MD and SN to consider and report on available data to summarise current levels of retailer calls, queries / complaints at Stage 1. FC/MK</b></li> </ul>
<b>4.2</b>	<p>SC presented latest Quarterly report for April – June 2018. Report highlights significant increases in both Stage 2 and (particularly) Stage 3 complaints.</p> <p>In terms of further enhancements to current Quarterly and Annual reports further information to be included:</p> <ul style="list-style-type: none"> <li>• Greater trend analysis, notably regional, six monthly /annually</li> <li>• Summary of stage 3 outcomes – whilst this was most likely to be in the annual report, recent increases prompted a six- month update:</li> </ul> <p><b>Action: SC to look at summary trend information and Jan-June 2018 Stage 3's</b></p>

4.3	<p>To gauge take up of retailers initiating a Stage 2 complaint, Wholesale can report on numbers of forms issued. This could be incorporated into regular reporting.</p> <p><b>Action SC to brief DK, Wholesaler to provide DK with totals Stage 2 forms issued. FC/MK/MG/SC</b></p>
5.	<b>PDRP Review</b>
	SC shared an update on the current activities in the PDRP review activities. Other action points from review update include:
5.1	<b>PDRP Scope and Effectiveness</b>
	<p>1. <i>How effective do you think is the process from point of Fast Track through to arbitration</i></p> <ul style="list-style-type: none"> <li>• The point of entry to Stage 2 is not a simple process with multiple options for retailers to access appropriate forms. Access to forms via the PDF website isn't functional <b>Action: Update website links. SC</b> <b>Action MD, NUK and SN to consider and report back on creation of a standard retailer form for Stage 2. FC/MK/MG</b></li> <li>• Overall the process may seem daunting and confusing to retailers: <b>Action: Review guidance notes. SC</b></li> <li>• Centralising the process at Stage 2: Requires further consideration and process change. <b>Action/For info: Raised with PDF, presents longer term challenge, will remain under consideration. SC</b></li> </ul>
	<p>2. <i>Do you think the process provides adequate protection and imposes appropriate sanctions when rules are broken?</i></p> <ul style="list-style-type: none"> <li>• The question of introducing further financial penalty for repeat offenders, notably if the organisation has failed to react to specific recommendations made through the arbitration process requires further consideration. <b>Action: Raised with PDF, under consideration SC</b></li> </ul>
	<p>3. <i>Do you believe complainants are satisfied with the scheme?</i></p> <ul style="list-style-type: none"> <li>• Initial feedback from retailers at Stage 3 highlighted frustrations with process. <b>Action: SC to continue to seek feedback from Stage 3's on a 6-monthly basis. Suggestion of introducing a questionnaire via PDF administrator was agreed. SC</b></li> </ul>
	<p>NFRN meeting</p> <ul style="list-style-type: none"> <li>• SC updated on meeting between the NFRN and PDF Administrator which was convened to discuss how the NFRN could support those members they are guiding through the PDC complaints process.</li> <li>• At the meeting several observations on the PDC process were presented, many of which are already under consideration as part of the review. However, those that are not need consideration. <b>Action: Consider relevant NFRN PDC process observations and inclusion into PDRP review process thinking. SC</b></li> </ul>

<b>5.2</b>	PDRP marketing and awareness
	In the short term in advance of a revamped website an interview with The Fed could be arranged. <b>Action: set up SC interview with The Fed. BM</b>
<b>5.3</b>	<b>PDF website</b>
	A range of options for developing the website had been shared with the PDF. <b>Action/for info: Under consideration, but not likely before 2019 due to budget. SC</b>
<b>6.</b>	<b>Any Other Business</b>
<b>6.1</b>	Charter should reference GDPR, not Data Protection Act.: <b>Action SC Update Charter</b>
<b>6.2</b>	Consider back up for Neil Robinson. <b>Action: SC to undertake arbitration course. SC</b>
<b>6.3</b>	There was a discussion upon a review/update of the charter. This needs further consideration and as any rationale would need to be presented to and agreed with the PDF. <b>Action: Next meeting will consider basis for updating charter</b>
<b>6.4</b>	Incorporating the complaints process into wholesaler systems such as imenzies and SNAPP was discussed. <b>Action: MN/SN to consider and discuss at next meeting. FC/MK</b>
<b>6.5</b>	A question was raised over the current level of restitution awards and if these should be reviewed. <b>Action: SC to raise with PDF</b>
<b>7.</b>	<b>Next Meetings</b>
	Suggest 13 <sup>th</sup> September and 14 <sup>th</sup> November. Venue TBC

## SUMMARY OF ACTIONS

Item	Action	By Whom
4.1	<ul style="list-style-type: none"> <li>• Include broader industry performance stats, consider best source(s) NDM or equivalent. <b>Action: Consider and report on available wholesale data to summarise daily supply chain activity. i.e. number of daily deliveries X all product combinations.</b></li> <li>• Comparison vs other categories; consider relevant product categories that could be used to benchmark the performance of Magazines and Newspapers supply chain <b>Action: Royal Mail and Train companies discussed. Requires further discussion.</b></li> <li>• To include some reportage of Stage 1 activity: <b>Action: MD and SN to consider and report on available data to summarise current levels of retailer calls, queries / complaints at Stage 1.</b></li> </ul>	<p>FC / MK</p> <p>All</p> <p>FC / MK</p>
4.2	In terms of further enhancements to current Quarterly and Annual reports further information to be included: <b>Action: SC to look at summary trend information and Jan-June 2018 Stage 3's</b>	SC
4.3	To gauge take up of retailers initiating a Stage 2 complaint, Wholesale can report on numbers of forms issued. This could be incorporated into regular reporting. <b>Action SC to brief DK, Wholesaler to provide DK with total Stage 2 forms issued.</b>	FC/MK/MG /SC
5.1	<ul style="list-style-type: none"> <li>• The point of entry to Stage 2 is not a simple process with multiple options for retailers to access appropriate forms. Access to forms via the PDF website isn't functional <b>Action: Update website links. SC</b> <b>Action MD, NUK and SN to consider and report back on creation of a standard retailer form for Stage 2.</b></li> <li>• Overall the process may seem daunting and confusing to retailers: <b>Action: Review guidance notes.</b></li> <li>• Centralising the process at Stage 2: Requires further consideration and process change. <b>Action: Raised with PDF, presents longer term challenge, will remain under consideration.</b></li> <li>• The question of introducing further financial penalty for repeat offenders, <b>Action: Raised with PDF, under consideration.</b></li> <li>• Initial feedback from retailers at Stage 3 highlighted frustrations with process. <b>Action: Continue to seek feedback from Stage 3's on a 6-monthly basis. Introducing a questionnaire via PDF administrator was agreed. SC to review.</b></li> <li>• At the NFRN meeting several observations on the PDC process were presented, many of which are already under consideration as part of the review. However, those that are not need consideration. <b>Action: Consider relevant NFRN PDC process observations and inclusion into PDRP review process thinking.</b></li> </ul>	<p>SC</p> <p>FC/MK/MG</p> <p>SC</p> <p>SC For info</p> <p>SC</p> <p>SC</p> <p>SC</p>

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