

**Minutes of the Press Distribution Review Panel Held on Wednesday 27<sup>th</sup> May 2020  
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Alison Morris	Smiths News
	Peter Williamson	Retail Representative (for Brian Murphy)
	Graham Read	Independent Retailer
	Paresh Vyas	Independent Retailer
	Ayk Tahir	NMA
	Trevor Hudson	PPA

Item	
<b>1.</b>	<b>Apologies for absence</b> <ul style="list-style-type: none"> <li>• None</li> <li>• All PDRP members asked Peter to send their best wishes to Brian for a speedy recovery. His unique input is missed!</li> </ul>
<b>2.</b>	<b>Minutes of previous meeting 2<sup>nd</sup> April 2020 and matters arising</b> The previous minutes were agreed
<b>3.</b>	<b>Update on actions from previous minutes</b>
<b>3.1</b>	<b>Review of Stage One reports</b> <ul style="list-style-type: none"> <li>• Data to end of April was reviewed, key points were: <ul style="list-style-type: none"> <li>○ MD volumes continue to fall, notably in delivery and consequently returns complaints, as a result of route optimisation activity</li> <li>○ SN March spike was result of sudden closure of contact centre given COVID-19 and reorganization of resource</li> <li>○ SN noted a significant increase of SNAPP usage, working with NFRN to drive. Also recognised as a longer term trend.</li> <li>○ SN currently reviewing classification of Stage 1 complaints, possibly overstating current volumes.</li> </ul> </li> <li>• GR raised concern that some more complex queries (vouchers) may not be managed via SNAPP. <b>Action: GR to send details to AM.</b></li> <li>• SN investigation of reporting based on all depots currently on hold given current business priorities.</li> <li>• Wholesale investigation of separation of Independent/RMG on reports on hold as SN have identified @ 10% of Stage 1's are from RMG's.</li> <li>• NFRN reported that operational calls to helpline have reduced, however queries regarding finance and insurance issues have increased.</li> <li>• Press release on Stage 1 reports TBA. <b>Action SC</b></li> <li>• Quarterly report will provide more detail on performance and updated league table</li> </ul> <b>Actions:</b> <ul style="list-style-type: none"> <li>• <b>SC to follow up with PDF re press release</b></li> <li>• <b>Action: GR to send details of issues perceived as difficult to resolve in SNAPP to AM.</b></li> </ul>

<b>3.2</b>	Replacement of PDRP member currently on hold pending review of PDRP priorities.
<b>3.3</b>	Website: Due to budgetary constraints major enhancements are deferred.
<b>3.4</b>	Communication of RDT/SDT in changes of ownership. <b>AM confirmed that SN do not advise SDT as a matter of course, responsibility rests with incumbent.</b>
<b>3.5</b>	The current level of restitution awards is to be reviewed at PDF <b>Action: Under discussion at PDF, SC to feedback</b>
<b>3.6</b>	Stage 3 questionnaire, GR reviewing and creating a condensed version. The questionnaire ought to be run via Survey Monkey or equivalent <b>Action: GR to provide a condensed version of questionnaire</b>
<b>3.7</b>	Incorporating the complaints process into wholesaler systems such as iMenzie's and SNAPP, MD confirmed live messages are now fed via SAP. <b>Action: MD/SN to continue to update</b>
<b>3.8</b>	Create better guidance to retailers for the complaints process was revisited. FC mentioned that wholesale websites outline complaints processes but do not provide useful guidelines for retailers. Updated guidance could be incorporated into sites. <b>Action: SC to review and feedback suggestions based on guidelines from other sectors</b>
<b>4.0</b>	<b>PDRP priorities</b>
<b>4.1</b>	Review of charter and supporting documentation. PDF are updating the charter and some initial progress has been undertaken. <b>Action: SC to update PDRP</b>
<b>4.2</b>	Review of complaints process, effectively merging Stages 1 and 2 will be considered post review of Charter <b>Action: SC to update PDRP</b>
<b>4.3</b>	Other priorities to be reviewed pending updates on 4.1 & 4.2 and further discussion with PDF <b>Action: SC to discuss with PDF</b>
<b>5.0</b>	<b>Any Other Business</b>
	FC asked for any further feedback on updated Menzie's service pledge. <b>Action: All to provide feedback to FC on MD service pledge by end of June.</b>
	SC circulated PDF helpline call volumes which understandably showed significant decrease YTD.
	Next meeting is scheduled for July 15 <sup>th</sup> @ 1.00 pm. Conference call most likely arrangement, TBC.