

Minutes of the Press Distribution Review Panel Held on Wednesday 27th February
At NFRN London

Present:	Steve Cripwell	Chair
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Graham Read	Independent Retailer
	Brian Murphy	Retail Representative
	Fiona Campbell	Menzies Distribution
	Mike Makinson	Smiths News

Item	
1.	Introductions
	The group welcomed Mike Makinson as a replacement for Marie Kirven
2.	Apologies for Absence
	Raj Chotai (Independent Retailer), Paresh Vyas (Independent Retailer)
3.	Minutes of previous meeting 14th November 2018 and matters arising
	The previous minutes were agreed
4.	Feedback on the 2018 annual report
	Some minor amendments to the draft report were proposed Action: SC
	MM questioned the difference in MD and SN Stage 2 complaints. FC stated that the MD process MD was similar, and a retailer complaint not dealt with under the service pledge would escalate to Stage 2. However, given the scale of difference a comparison of the processes would be sensible notably given similar volumes of activity at Stage1. Action: FC / MM
5.	PDRP review / actions
5.1	The inclusion of the new broader industry performance statistics (total instances that could cause a complaint) will be captured annually for the full year report. Action: SC to include in annual reports
5.2	Identifying retailers requesting a but not completing a Stage 2 complaint form will be incorporated into regular reporting. Action: SC to source and collate data from wholesale and include in reporting. SC
5.3	The point of entry to Stage 2 is not a simple process with multiple options for retailers to access appropriate forms. TH had reviewed relevant forms and identified actions to create a single form. Subsequent email exchange highlighted some complexities in creating a single form, changes should be addressed as part of the website update. Action: AT/FC/MM/TH to review as part of website update

	NMA form has been created and needs uploading onto website. Action: AT to send to SC
5.4	To continue to measure complainant's satisfaction with the scheme, feedback from retailers post Stage 3 will be via direct contact and a follow up questionnaire: Action: SC to continue to seek feedback from Stage 3's on a 6-monthly basis. Action: BM and PV to outline a retailer questionnaire post Stage 3 via PDF admin, including follow up process for issues raised.
5.5	NFRN observations on the PDC process were reviewed outside of PDRP and many are already under consideration as part of the review. Action: SC to meet with NFRN to follow up.
5.6	A range of options for developing the website had been shared with the PDF. Action: This remains under consideration, as part of 2019 budget planning
5.7	Incorporating the complaints process into wholesaler systems such as iMenzies and SNAPP was discussed. <ul style="list-style-type: none"> • MD undertaking some developments but at an early stage. • MD to continue to update SN and PDRP Action: MN/SN to continue to update panel
5.8	Charter should reference GDPR, not Data Protection Act. Action: SC to update ensure Charter is updated
5.9	There was discussion on a review of the Charter, accompanying documentation and the impact Stage 1 reportage (item 7) could have on the complaints process, and Charter. There was potential to refine the complaints process and effectively merge Stages 1 & 2, which requires serious further consideration and preparation. In terms of updating the Charter SC had not circulated an outline template, explaining that on reflection any update would involve significant resource commitment from organisations that ought to be discussed by the PDF in advance. Any updating of the Charter could potentially be: <ul style="list-style-type: none"> • Short term - fit for purpose given changes in the supply chain since previous update • Longer term – reflecting agreed changes to complaint process (merge of Stages 1 & 2) Action: SC raise Charter update with PDF
5.10	A discussion agreed that creating best practice case studies to provide retailer guidance to support the process was agreed. Action: All to consider and discuss outline to potential case studies at next meeting .
5.11	Issues “parked” for now Centralising the process at Stage 2: Requires further and process change. Action/info: Raised with PDF, presents longer term challenge, will remain under consideration. Comparison of Magazines and Newspapers supply chain performance vs other categories. Action: Royal Mail and Train companies discussed. Requires further discussion, parked for now. ALL

6	Retail Newsagent Feature
	<p>The meeting discussed the recent Retail Newsagent feature on restitution. Whilst there are questions over the statistical validity of the research presented, some of the sentiments were valid, notably around barriers to claiming restitution, confidence, timeliness and difficulty with the current process.</p> <p>BM apologised if his comments in the feature had caused any offence.</p>
7	Review of new Stage 1 reporting
	<p>MD and SN summary data for Stage 1 activity for January was shared. This was generally felt to be a very positive step in increasing levels of transparency of retailer service issues. The reporting will provide regional trends to be tracked more robustly.</p> <p>There were some differences in process, with MD classifying as a customer that will be contacted and SN classifying as referred to branch, however, essentially both refer to an issue that has been raised that requires following up with a customer.</p> <p>However, formats should be aligned. Action: MD and SN formats to be aligned FC / MM</p> <p>Monthly updates will be provided and monitored until the next meeting and statistics should NOT be released outside of the PDRP group until we have clarified the message Action: All</p>
8	PDRP Priorities
	<p>The current list of priorities is to be shared with the PDF and based on output a more robust project plan is to be produced. Action: SC to share with PDF</p>
9	Any Other Business
	Current issues carried forward to be raised with the PDF
	<p>Communication of RDT/SDT in changes of ownership A recent Stage 3 complaint resulted in the arbitrator recommending that RDT's should be communicated to new retailers in all changes of ownership and be included in wholesaler T&C's. Action: SC to raise issue with PDF / consider as part of any charter update</p>
	<p>There have been instances of disputed voucher claims (usually in cases of lost vouchers) causing a time delay as wholesaler are waiting from publishers for authority to settle the claim. This causes significant cash flow issues and it is requested that a mechanism is put in place to enable the wholesaler to settle with the retailer without undue delay. Action: SC to raise with PDF</p>
	<p>A question was raised over the current level of restitution awards and if these should be reviewed. Action: SC to seek feedback from PDF</p>
10	The date next meeting is 24th April, at 1.00 pm at the NFRN offices.