

**Minutes of the Press Distribution Review Panel Held on Wednesday 25<sup>th</sup> May 2022.  
Via conference call**

Present:	Steve Cripwell	Chair
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Anya Ahmad	Smiths News
	Graham Read	Retail Representative
	Paresh Vyas	Retail Representative
	Brian Murphy	Retail Representative

Item	
<b>1.0</b>	<b>Apologies for absence</b>
	Gillian Scott (Menzies Distribution), Kaleigh Phillips-Marshall (Smiths News)
<b>2.0</b>	<b>Minutes of previous meeting 6<sup>th</sup> April 2022 and matters arising</b>
	The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b>
<b>3.1</b>	Stage 2 (ex 3) retailer feedback questionnaire will be revisited with an alternative (free) to Survey Monkey (Google Forms?). <b>Action: SC to continue to progress with PDF and Linda Windsor</b>
<b>3.2</b>	Incorporating the complaints process into wholesaler systems. <b>Action: MD/SN to continue to update as relevant.</b>
<b>3.3</b>	SC reminded wholesalers to adhere to 28- day (preferably 14) day response window. <b>Action: Wholesale to aim to adhere to 28-day response window.</b>
<b>3.4</b>	<u>Voucher processing</u> : GR issue of administrative challenges in processing vouchers will be discussed directly with AA at a meeting 26 <sup>th</sup> May. <b>Actions: AA and GR to meet and share any agreed outputs</b>
<b>3.5</b>	SC to confirm when links to wholesaler operational guidelines will be included within the PDC website. Managed "auto credit" process to minimise formal complaints is under review within the PDF. <b>Actions:</b> <b>SC to confirm website changes with Mark Farris.</b> <b>BM to update on managed "auto-credit" with the PDF.</b>
<b>4.0</b>	<b>Pre-Stage One update</b>
<b>4.1</b>	Q2 data will be reviewed as part of quarterly report. Publisher deliveries and impact on retail delivery to be reviewed on a quarterly basis, AT to consolidate RDTs for review at end of June. <b>Actions:</b> <b>SC to summarise data in quarterly reports.</b> <b>AT to feedback quarterly on consolidated RDT.</b>
<b>5.0</b>	<b>Charter / Service issues</b>

5.1	AA reported that there had not been any significant shift in call waiting times at call centres, aside of business-as-usual peaks. PV to raise any specific examples with AA. <b>Action: PV to raise specific call waiting issues with AA</b>
5.2	On the suggestion that service issues were resulting in a reduction in the number of retailers no longer selling News and Magazines it was noted that the retailer universe was now @43K, and a significant number of businesses exited the market during Covid. AA reported that current trends are typical with several factors driving exit and that new entrants continue to enter the market. <b>Action: SC to raise with PDF as to value of tracking/reporting retailer volumes and basis of change</b>
6.0	<b>Any Other Business</b>
6.1	SC advised concerns on MD Sheffield's level of complaints as identified in the Q1 2022 report.