

**Minutes of the Press Distribution Review Panel Held on Wednesday 31st May 2023.
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Gillian Scott	Menzies Distribution
	Kaleigh Phillips-Marshall	Smiths News
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Brian Murphy	Retail Representative

Item																																																																			
1.0	Apologies for absence																																																																		
	Graham Read (Retail Representative) Paresh Vyas (Retail Representative) Anya Ahmad (Smiths News)																																																																		
2.0	Minutes of previous meeting 22nd March and matters arising																																																																		
	The previous minutes were agreed.																																																																		
3.0	Update on actions from previous minutes																																																																		
3.1	Retailer survey In two parts: <ul style="list-style-type: none"> The online survey was sent on 30/31 May to @ 200 retailers that had made a formal complaint in the past year with a 14-day response period. Requests for a telephone interview with SC were also sent to those retailers who progressed a complaint to arbitration. The intention is to repeat the survey @ 6 months commencing end of 2023. Action: SC to update on responses																																																																		
3.2	Links to wholesaler operational guidelines within PDC website to be added to the website under "Putting Things Right." Action: SC to liaise with Mark Farris to update on website changes.																																																																		
4.0	Pre-Stage One update																																																																		
4.1	Year to date data is detailed below: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th></th> <th colspan="5">2022</th> <th colspan="5">2023</th> </tr> <tr> <th>Wholesaler</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>YTD</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>YTD</th> </tr> </thead> <tbody> <tr> <td>Menzies Distribution</td> <td>224</td> <td>197</td> <td>281</td> <td>260</td> <td>962</td> <td>100</td> <td>151</td> <td>173</td> <td>178</td> <td>602</td> </tr> <tr> <td>News UK</td> <td>5</td> <td>17</td> <td>7</td> <td>4</td> <td>33</td> <td>5</td> <td>3</td> <td>1</td> <td>2</td> <td>11</td> </tr> <tr> <td>Smiths News</td> <td>274</td> <td>309</td> <td>327</td> <td>289</td> <td>1199</td> <td>349</td> <td>307</td> <td>574</td> <td>462</td> <td>1692</td> </tr> <tr> <td>Total</td> <td>503</td> <td>523</td> <td>615</td> <td>553</td> <td>2194</td> <td>454</td> <td>461</td> <td>748</td> <td>642</td> <td>2305</td> </tr> </tbody> </table> <p>KPM reported an on-going deeper dive into the SN data and that several duplications were inflating the volumes.</p>		2022					2023					Wholesaler	Jan	Feb	Mar	Apr	YTD	Jan	Feb	Mar	Apr	YTD	Menzies Distribution	224	197	281	260	962	100	151	173	178	602	News UK	5	17	7	4	33	5	3	1	2	11	Smiths News	274	309	327	289	1199	349	307	574	462	1692	Total	503	523	615	553	2194	454	461	748	642	2305
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5.0	Charter / Service issues																																																																		

5.1	Restitution: PDF have agreed an outstanding definition of “lateness” and the PDRP agreed to retain the 28-day deadline with a preference of 14-day completion.
5.2	SC reminded wholesalers again of the importance of adhering to the preferred 14-day (28-day maximum) Charter timescales to complete Stage One complaints. Action: Wholesale to adhere to agreed charter deadlines for resolution of Stage 1 complaints
5.3	For info, FC reported that apart from a period around the Coronation inbound call volumes have seen a significant YOY reduction.
5.4	AT reported the instance of a retailer who had submitted an online complaint, but did not include relevant £ value information, despite chasing the complaint remains unresolved. Suggested that the online process should ensure that all relevant information is provided prior to submission. Action: SC to discuss with Mark Farris
5.5	Whist TH noted that PDRP / PDF logo is out of sync, it is unlikely the PDF will amend.
6.0	Any Other Business
6.1	BM raised the issue of lack of Industry support and promotion of the News and Magazines category at various events/shows/exhibitions and it was agreed that such support is best driven by the broader industry associations such as PDF, PPA and NMA. Action: BM to refer to PDF
6.2	Date of next meeting: 26 th July @ 1.00pm via Teams. SC will send a reminder to GR just prior to meeting.

