

Minutes of the Press Distribution Review Panel Held on Thursday 30th November 2017 at 12.00pm at the Offices of Newsprinters, Broxbourne-Presentation Room, Great Cambridge Rd, Waltham Cross EN8 8DY

Present:	Mark Farris	Acting Chair
	Mark Gilhespie	NMA
	Paresh Vyas	Independent Retailer
	Raj Chotai	Independent Retailer
	Brian Murphy	Retail Representative
	Trevor Hudson	PPA
	Fiona Campbell	Menzies Distribution
	Mark McConnell	SmithsNews

Item	
1.	Apologies for Absence
1.1	Apologies: Graham Read Independent Retailer
2.	Newsprinters Site Tour
2.1	Members present were given a tour of the Newsprinters site courtesy of Mark Gilhespie and Aiden Chapman (NewsPrinters).
2.2	The panel passed on their thanks to both for an informative and enlightening tour
2.3	BM offered NewsPrinters the opportunity to further information gleaned from the site tour to aid retailers understanding of the printing aspect of the supply chain
3.	Minutes of last meeting
3.1	Minutes for the last meeting held on Friday 29 th September were passed
3.2	One item is outstanding regarding Mr Lota
4.	Matters arising
4.1	Mark Farris confirmed the appointment of Steve Cripwell as the new Chair of the Press Distribution Review Panel.
4.2	Steve will take up the position from 1st January 2018 and brings with him significant industry experience in a career spanning over 30 years' in senior board, supply chain, marketing, business development and project based roles.

4.3	Within his remit the new PDRP Chair will be conducting an assessment of the workings of the PDRP, the Charter understanding within the supply chain and seeking to improve compliance.
4.4	Mark shared a draft Press Release with PDRP members present
4.5	The general consensus of those present was this was a positive and welcome appointment. Mark highlighted that the new Chair would be in contact with the panel and that it would be unlikely the next meeting of the PDRP would take place prior to end of February 2018
4.6	Clarification was sought to the role of the Independent Arbitrator going forward.
5.	PR - Sub Group
5.1	In lieu of a permanent Chair No further action has been taken by the PR subgroup
6.	PDRP Quarterly Report
6.1	Mark Farris shared a draft report which was awaiting Helpline call and historic qtr comparison data to complete
6.2	It was noted that the trend with stage 3 complaints has been to increase with year to date exceeding 2016 levels.
6.3	The panel conducted a general enquiry around the data currently available and Mark McConnell highlighted investment made by SmithsNews and the anticipated stage 2 reduction expected to benefit.
6.4	A broad discussion took place around the report format which most felt was not optimised for clear communication to secondary readership
6.5	It was also noted by the panel the rise of automation within the supply chains of our and other industries. There was discussion around the availability of non-publishing industry supply chain performance comparisons which could offer a useful ongoing benchmarking process for our own supply chain data.
6.6	In examining the balance of complaints Raj shared a topical and highly useful example of the impact non-delivery of Saturday supplements can be to an HND focused business. It was noted that the lack of “real time” feedback and clear status clarification can multiply the collateral workload at retail.
6.7	Fiona outlined the appointment of the new Chief Information Officer at MD who is highly focused in driving technological investment to improve the issues raised in 6.6 above
7.	Report on Complaints Resolved Via PDF Helpline
7.1	Data for this had not been received from Dorothy King and will be circulated with the minutes
7.2	Panel members highlighted that, based upon data evident in the recent Qtrly reports, the workload undertaken by Dorothy (CallonUs) had continued to increase. Those present

	highlighted the positive value of her contribution and expressed their desire for her continued retention.
8.	Any Other Business
8.1	Those present commented that this panel should be seeking to drive improvements within the supply chain and should be structured to allow this to be most effective
8.2	The group discussed the importance of being permitted to identify, comment and seek solutions to unacceptable performance trends as per the constitution
9.	Next Meeting
9.1	The next PDRP Meeting is to be scheduled by the incoming Chair and will be notified in mid-January. Meeting date is unlikely to be before 26 th February 2018
11.	The meeting closed at 15.40.

SUMMARY OF ACTIONS

This Meeting		
Item	Action	By Whom
3.2	Secure feedback from PDF board actions and share with PDRP members	MF
6.1	Complete the report with data and distribute to PDRP members	MF