

# Press Distribution Charter



## Quarterly Report July to September 2018

### Executive summary

In the period July to September 2018 a total of 62 completed Stage 2 complaint forms were submitted generating 62 breaches to PDC standards. This represents a significant reduction when compared to the same period in 2017, albeit in 2017 65 breaches resulted from a single incident.

The number of complaints escalated to Stage 3 was five, including one carried over from a previous period. This represents a significant reduction, not only year on year, but when compared to the previous period, April – June 2018, which had 26 Stage 3 complaints.

	Q3 2017	Q3 2018
Number of completed Stage 2 forms	154	62
Number of Stage 2 Breaches	156	62
Number of complaints escalated to Stage 3	9	5*

\* Includes one carried over from previous period

The complaints originated from 27 wholesale houses compared with 24 in the corresponding 2017 period. There were no complaints made against the PPA.

The majority of Stage 2 complaints were completed within the preferred 14-day timescale; with only one complaint completed after the 28-day time limit.

Of the five Stage 3 complaints, three were not adjudicated within the 14-day period.

In future versions of this report the aim is to include additional information to illustrate the performance of the current complaints process and highlight opportunities for further improvements. This will include:

1. A summary of the total number of magazine and newspaper products delivered to all retailers to illustrate the scale of daily activity within the supply chain.
2. A summary of the volume of complaints that are currently made, and resolved, within Stage 1 of the PDC process.
3. A summary of Stage 2 forms requested by retailers but not progressed any further. Current estimates suggest that approximately only 30% of requested Stage 2 forms are progressed.

The next section of this report shows summary data for breaches by standard, association and timeliness. Detailed information by wholesale branch is included in Appendix 1.

## Summary Data

### 1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Jul - Sept 18	0	26	9	1	3	2	7	0	14	0	62
Jul - Sept 17	0	93	23	5	3	2	6	0	24	0	156
Difference + / -	0	-67	-14	-4	0	0	1	0	-10	0	-94

### 2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
<b>Jul - Sept 18</b>											
Menzies	0	4	0	0	0	0	0	0	0	0	4
News UK/DTR	0	1	0	0	1	0	0	0	0	0	2
Smiths News	0	18	9	1	2	2	7	0	14	0	53
NMA	0	3	0	0	0	0	0	0	0	0	3
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>26</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>62</b>
<b>Jul - Sept 17</b>											
Menzies	0	1	1	0	0	0	0	0	0	0	2
News UK/DTR	0	1	1	0	1	0	3	0	0	0	6
Smiths	0	26	21	5	2	2	3	0	24	0	83
NMA	0	65	0	0	0	0	0	0	0	0	65
PPA	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>93</b>	<b>23</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>156</b>

### 3. Timeliness of Stage 2

Jul – Sept 2018

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies Distribution	4	0	4.8
News UK DTR London	2	0	2.0
Smiths News	53	1	8.5
NMA	3	0	4.3

Jul – Sept 2017

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
Menzies Distribution	2	0	7.5
News UK DTR London	6	0	18.5
Smiths News	81	0	7.2
NMA	65	65	36

## Appendix 1

### Breaches by branch July – September 2018

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham	0	2	3	0	1	0	0	0	3	0	9
Bournemouth	0	3	0	0	0	0	0	0	0	0	3
Gloucester	0	0	0	0	0	0	0	0	2	0	2
Hammersmith	0	1	0	0	0	0	0	0	0	0	1
Hemel Hempstead	0	3	0	0	0	1	0	0	1	0	5
Hornsey	0	0	1	0	0	0	0	0	0	0	1
Leicester	0	0	0	0	0	0	0	0	1	0	1
Milton Keynes	0	2	0	0	0	0	0	0	2	0	4
NAC (SN)	0	0	0	0	0	1	0	0	0	0	1
Newcastle	0	1	0	0	0	0	0	0	0	0	1
Newport	0	1	0	0	0	0	0	0	0	0	1
News UK DTR London	0	1	0	0	1	0	0	0	0	0	2
Nottingham	0	1	1	0	0	0	1	0	0	0	3
Peterborough	0	1	0	0	0	0	0	0	0	0	1
Preston	0	2	0	0	0	0	0	0	0	0	2
Reading	0	0	1	0	0	0	0	0	1	0	2
Sales Centre (SN)	0	0	0	1	0	0	0	0	0	0	1
Sheffield	0	1	0	0	0	0	0	0	0	0	1
Slough	0	0	1	0	0	0	0	0	1	0	2
Stevenage	0	1	0	0	0	0	0	0	0	0	1
Stockport	0	1	1	0	0	0	0	0	1	0	3
Stockton	0	1	0	0	0	0	0	0	0	0	1
Stoke	0	1	1	0	0	0	0	0	0	0	2
Warrington	0	1	0	0	0	0	0	0	1	0	2
Wednesbury	0	0	0	0	1	0	6	0	0	0	7
Worcester	0	0	0	0	0	0	0	0	1	0	1
Yeovil	0	2	0	0	0	0	0	0	0	0	2
<b>Total</b>	0	26	9	1	3	2	7	0	14	0	62

## Appendix 1 cont.

### Breaches by branch July – September 2017

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Birmingham	0	7	2	2	0	0	0	0	2	0	13
Croydon	0	0	0	0	1	0	0	0	0	0	1
Gloucester	0	0	3	0	0	0	0	0	1	0	4
Hammersmith	0	0	0	0	0	0	2	0	2	0	4
Hemel Hempstead	0	1	3	1	1	0	1	0	5	0	12
Hornsey	0	1	1	0	0	0	0	0	4	0	6
Lancing	0	5	1	0	0	0	0	0	3	0	9
Linwood	0	1	0	0	0	0	0	0	0	0	1
Milton Keynes	0	1	0	0	0	0	0	0	0	0	1
Newcastle	0	0	0	0	0	1	0	0	0	0	1
Newport	0	0	0	0	0	0	0	0	1	0	1
News UK DTR London	0	1	1	0	1	0	3	0	0	0	6
NMA Telegraph	0	65	0	0	0	0	0	0	0	0	65
Northampton	0	0	0	0	0	0	0	0	1	0	1
Norwich	0	0	1	0	0	0	0	0	0	0	1
Peterborough	0	3	0	0	0	0	0	0	2	0	5
Reading	0	1	1	0	0	1	0	0	0	0	3
Shrewsbury	0	2	0	0	0	0	0	0	1	0	3
Slough	0	0	6	1	0	0	0	0	1	0	8
Stevenage	0	2	1	0	0	0	0	0	0	0	3
Stockport	0	2	2	0	0	0	0	0	1	0	5
Warrington	0	1	0	0	0	0	0	0	0	0	1
Worcester	0	0	0	1	0	0	0	0	0	0	1
Yeovil	0	0	1	0	0	0	0	0	0	0	1
<b>Total</b>	0	93	23	5	3	2	6	0	24	0	156