



Annual Report 2017

Executive summary

During 2017, the Press Distribution Forum board announced a formal review of the PDRP, the aim of which is to “maintain the establishment of a highly effective and balanced organisation in line with the remit of the Press Distribution Charter and the PDF constitution”.

Neil Robinson stepped down as chairman of the PDRP and Steve Cripwell was appointed with effect from 1st January 2018. Steve will have responsibility for leading the review, and further updates will be provided in future reports. Details on the current governance of the PDRP are in Appendix 2.

The board recognises Neil’s immense contribution in the evolution and development of the PDRP. His tenure ensured the provision of an independent, transparent and properly accountable complaints process and the board are pleased that Neil will continue in the role of Independent Arbitrator.

The format of this report has been modified and will not initially contain detailed commentary as the incoming chairman, through the review process, will assess the appropriate reporting content. Key performance statistics are included, however calls made to the PDF helpline will reported separately.

Performance data is summarised on pages 2 and 3 of this report and includes history of breaches by standard, association and timeliness. Details of breaches by wholesale location are in Appendix 1.

Whilst 2017 data highlights a significant increase in numbers of Stage 2 forms and breaches, a single Delivery Timeliness incident, involving a crashed vehicle, generated 65 complaints.

	2016	2017
Wholesale houses originating complaints	40	34
Number of completed Stage 2 forms	167 *	289
Number of Stage 2 Breaches	266 *	324
Number of complaints escalated to Stage 3	9	22

**Originally reported as 166 and 264 respectively.*

Of significant relevance is the increase in the number of complaints escalated to Stage 3 which could indicate greater retailer frustration at Stage 2, heightened awareness of the process, or both.

Of the 22 referrals to the Independent Arbitrator the average time taken for the adjudications was 16.95 days due to unforeseen circumstances in the latter part of the year. The situation has been addressed and going forward all Stage 3 complaints should be adjudicated within a 14-day period.

Most of Stage 2 complaints were completed within the preferred 14-day timescale; excluding the single incident (of 65 complaints), 6 were completed after the 28-day time limit.

In terms of the Stage 2 complaints (again excluding the single incident) there was a significant increase in Delivery Quantity which had been showing steady decline.

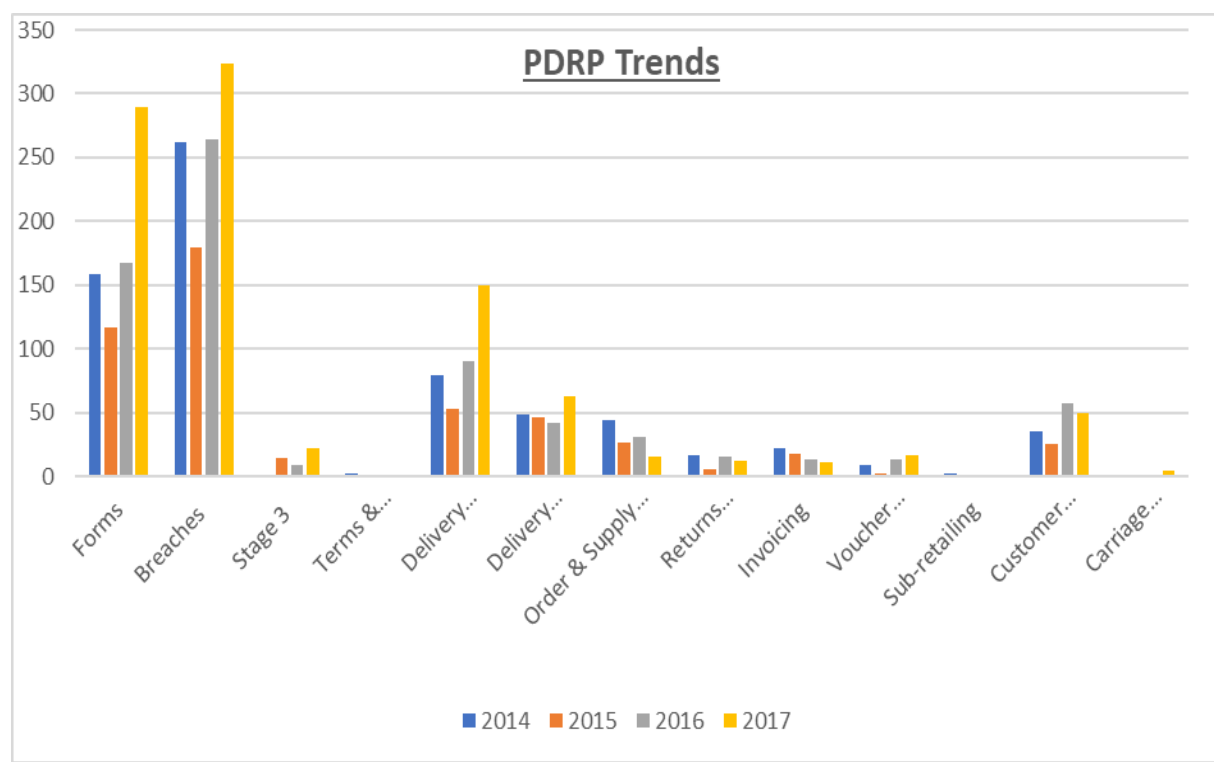
Summary Data

This data represents the result of the PDRP's monitoring of the PDC and its complaints process and provides transparency of performance against key measures of delivery and customer service.

1. Full year comparisons including breakdown by standards.

The table and graph below summarise; totals of Forms completed, Stage 2 breaches, Stage 3 complaints and breaches by Standard in full year 2014 – 2017, the periods for which comparable statistics exist.

Year	Forms	Breaches	Stage 3	Breaches by Standard									
				Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges
2014	159	262	n/a	3	80	49	44	17	22	9	2	35	1
2015	117	180	15	1	53	46	27	6	18	3	0	26	0
2016	167	266	9	0	90	42	31	16	14	13	0	58	0
2017	289	324	22	0	150	63	16	12	11	17	0	50	5



2. Full year breaches by Association

Association	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
2017											
Menzies	0	8	1	1	0	0	0	0	0	0	10
News UK/DTR	0	1	5	2	2	1	4	0	0	0	15
Smiths News	0	76	57	13	10	10	13	0	50	5	234
NMA	0	65	0	0	0	0	0	0	0	0	65
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	150	63	16	12	11	17	0	50	5	324
2016											
Menzies	0	8	4	2	0	2	0	0	1	0	17
News UK/DTR	0	21	2	0	3	1	4	0	0	0	31
Smiths	0	62	36	29	13	11	9	0	58	0	218
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	91	42	31	16	14	13	0	59	0	266

3. Timeliness of Stage 2

2017

Wholesaler / Publisher	No of Complaints	Not completed in 28 days	Average time (days) for completion
DTR London	14	1	17.58
Menzies Distribution	10	1	14.8
Smiths News	200	4	6.82
NMA / Telegraph	65	65	36

2016

Wholesaler / Publisher	No of Complaints	Not completed in 28 days	Average time (days) for completion
DTR London	28	12	25.2
Menzies Distribution	14	1	12.8
Smiths News	125	8	8.9

Appendix 1: 2017 Breaches by wholesale location

Wholesale Location	Standard									
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges
Birmingham	0	9	7	2	0	1	0	0	2	0
Borehamwood	0	2	2	1	1	1	0	0	3	0
Croydon	0	1	0	0	1	0	0	0	0	0
DTR London	0	1	5	2	2	1	4	0	0	0
Exeter	0	0	0	0	0	0	0	0	1	0
Gloucester	0	1	4	1	2	0	0	0	3	0
Hammersmith	0	1	0	1	1	0	2	0	4	1
Hemel Hempstead	0	3	4	2	2	0	3	0	5	0
Hornsey	0	2	3	0	0	0	0	0	5	0
Inverness	0	1	0	0	0	0	0	0	0	0
Lancing	0	6	2	0	0	0	0	0	3	0
Leeds	0	1	0	0	0	0	0	0	0	0
Leicester	0	3	1	0	1	0	0	0	0	0
Linwood	0	4	0	0	0	0	0	0	0	0
Liverpool	0	1	0	0	0	0	0	0	0	0
Milton Keynes	0	2	1	0	0	0	0	0	2	0
Newcastle	0	0	0	0	0	1	0	0	0	0
Newport	0	0	1	0	0	0	0	0	2	0
Northampton	0	0	0	0	0	0	0	0	1	0
Norwich	0	0	1	0	0	0	0	0	0	0
Nottingham	0	4	1	1	0	0	0	0	2	0
Peterborough	0	6	0	0	0	0	1	0	3	0
Reading	0	67	2	0	1	2	1	0	2	1
SEL	0	1	0	0	0	0	0	0	0	0
Sheffield	0	1	0	0	0	0	0	0	0	0
Shrewsbury	0	2	0	0	0	0	0	0	1	0
Slough	0	5	11	2	1	0	0	0	3	2
Stevenage	0	9	4	2	0	3	2	0	2	0
Stockport	0	12	10	0	0	2	0	0	4	1
Wakefield	0	0	0	1	0	0	0	0	0	0
Warrington	0	1	0	0	0	0	0	0	1	0
Wednesbury	0	4	2	0	0	0	4	0	1	0
Worcester	0	0	0	1	0	0	0	0	0	0
Yeovil	0	0	2	0	0	0	0	0	0	0
Totals	0	150	63	16	12	11	17	0	50	5

Appendix 1 continued: 2016 Breaches by wholesale location

Wholesale Location	Standard									
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges
Barnstaple	0	0	0	2	0	0	0	0	2	0
Birmingham	0	5	3	1	0	0	0	0	1	0
Borehamwood	0	3	3	2	1	1	0	0	1	0
Bristol	0	0	0	1	0	0	0	0	0	0
Crawley	0	1	0	0	0	0	1	0	1	0
Croydon	0	2	2	0	0	1	0	0	2	0
DTR London	0	21	2	0	3	1	4	0	0	0
Exeter	0	1	0	0	1	0	0	0	0	0
Gloucester	0	0	0	0	2	0	1	0	1	0
Hammersmith	0	3	1	2	1	1	0	0	5	0
Hornsey	0	1	2	1	1	1	1	0	2	0
Lancing	0	2	1	0	1	0	0	0	2	0
Leicester	0	0	0	0	0	0	0	0	1	0
Linwood	0	1	0	0	0	0	0	0	0	0
Liverpool	0	0	0	1	0	0	0	0	1	0
Maidstone	0	2	1	1	0	1	0	0	0	0
Milton Keynes	0	3	0	0	1	0	0	0	1	0
Newcastle	0	0	0	0	0	0	1	0	2	0
Newport	0	6	5	1	2	0	0	0	3	0
Northampton	0	1	1	1	0	0	0	0	1	0
Nottingham	0	3	1	5	0	0	0	0	3	0
Oxford	0	11	4	2	0	1	0	0	4	0
Paisely	0	1	0	0	0	0	0	0	1	0
Peterborough	0	2	0	1	0	1	0	0	0	0
Plymouth	0	0	0	0	1	0	1	0	2	0
Reading	0	3	0	0	0	1	1	0	5	0
Rhyl	0	1	0	0	0	0	0	0	0	0
Ryde	0	0	1	0	0	0	0	0	0	0
SEL	0	1	1	0	0	1	0	0	0	0
Sheffield	0	1	0	0	0	0	0	0	0	0
Slough	0	1	0	3	1	0	0	0	2	0
Southampton	0	1	1	0	0	0	0	0	1	0
Stevenage	0	1	0	2	1	0	0	0	1	0
Stockport	0	10	7	1	0	3	0	0	8	0
Swansea	0	1	0	1	0	0	0	0	0	0
Taunton	0	0	2	1	0	0	0	0	1	0
Warrington	0	0	0	0	0	0	0	0	1	0
Wednesbury	0	0	1	1	0	0	3	0	1	0
Yeovil	0	2	2	1	0	1	0	0	3	0
York	0	0	1	0	0	0	0	0	0	0
Totals	0	91	42	31	16	14	13	0	59	0

Appendix 2: Governance

The Press Distribution Review Panel (PDRP) was established to:

- a. Encourage compliance with the Press Distribution Charter (PDC).
- b. Provide comment on compliance issues.
- c. Ensure continuity of arbitration decisions.
- d. Provide an ongoing mechanism for the identification of trends.
- e. Collect, audit and publish data on compliance

A copy of the PDC can be obtained from wholesalers, the Press Distribution Forum web site www.pressdistributionforum.com or by contacting the PDF Administrator on 0843 289 3967.

The Charter is backed by a free, fair, fast and reliable complaints process which covers most non-commercial aspects of newspaper and magazine distribution. If a retailer has a complaint about a serious or persistent failure to achieve a PDC standard, there are a number of options that can be used to start the complaints process.

The complaints process is structured under a streamline three stage process that puts greater emphasis on resolving issues locally yet provides a final independent arbitration.

The PDC provides a simple, 3-step process that enables a retailer to raise any issue on the standards and get it resolved efficiently as follows:

Stage 1 – Resolving the issue informally by discussion with the wholesaler.

Stage 2 – If Step 1 is unsuccessful, request a Fast Track Resolution Form from the wholesaler concerned or the PDF website/Administrator. Complete the form and return it as directed.

Stage 3 – If unsatisfied with the outcome of Stage 2 or you think Stage 2 has not been completed by the wholesaler within a reasonable time, the PDF Administrator can be requested to refer the complaint to an independent Arbitrator for final adjudication.

Membership of the Press Distribution Review Panel

The PDRP members for the year under review were:

Rajiv Chotai - Independent Retailer
Linda Gardner & Fiona Campbell - Menzies Distribution
Mark Gilhespie - NMA
Trevor Hudson - PPA
Graham Read - Independent Retailer
Neil Robinson - Independent Chairman
Mark McConnell & Marie Kirven - Smiths News
Paresh Vyas - Independent Retailer

Dorothy King - PDRP Administrator