

**Minutes of the Press Distribution Review Panel Held on Wednesday 24<sup>th</sup> April  
At NFRN London**

Present:	Steve Cripwell	Chair
	Ayk Tahir	NMA
	Trevor Hudson	PPA
	Paresh Vyas	Independent Retailer
	Brian Murphy	Retail Representative
	Fiona Campbell	Menzies Distribution
	Mike Makinson	Smiths News (via phone)

Item	
<b>1.</b>	<b>Apologies for absence and update on group</b>
	Graham Read (Independent Retailer).  SC announced that Raj Chotai (Independent Retailer) had resigned from the PDRP due to the pending sale of his business and relocation to Cornwall. Broadly agreed to replace Raj.  <b>Action: SC to review replacement protocols</b>
<b>2.</b>	<b>Minutes of previous meeting 27<sup>th</sup> February 2019 and matters arising</b>
	The previous minutes were agreed
<b>3.</b>	<b>Feedback on January – March quarterly report</b>
	No specific feedback or new actions  Action carried forward from previous meeting was to understand the reasons for the difference between MD and SN Stage 2 complaints given similar volumes of activity at Stage1.  <b>Action: FC / MM to discuss and aim to identify reasons for discrepancies</b>
<b>4.</b>	<b>Review of Stage one January – March reports</b>
	The updated reports supplied by MD and SN were welcomed by the group. AT advised that NUK were seeking to introduce similar updates. It was agreed that a better alignment of the categories should be investigated recognising the technical challenges that any realignment would require. <ul style="list-style-type: none"> <li>• MD and SN would share details of category definition</li> <li>• SN would update on what is defined within the “claims” category</li> </ul> <b>Actions:</b> <ul style="list-style-type: none"> <li>• AT to update on NUK progress to provide similar reportage</li> <li>• FC / MM to compare and feedback on category classifications</li> </ul>

<b>5.</b>	<b>Feedback from March PDF board meeting and next steps</b>
<b>5.1</b>	<p><u>Review of complaints process</u></p> <p>The opportunity to streamline the complaints process and effectively merge Stages 1 and 2 will present challenges ensuring robustness, at what is now Stage 1, to resolve complaints to avoid an overload of arbitrations.</p> <p><b>Action: SC to draft suggestion of creation of a project group to develop thinking</b></p>
<b>5.2</b>	<p><u>Website</u></p> <p>Due to budgetary constraints and establishing clarity of the new process, major enhancements are deferred until Q3 at the earliest.</p> <p><b>Action: A short term tidy-up is to be undertaken</b></p>
<b>5.3</b>	<p><u>Review of charter and supporting documentation</u></p> <p>It was agreed by PDRP that the review of complaints process should be undertaken as a priority before changes to the Charter.</p> <p><b>Action: SC to update PDF and suggest formation of cross industry group to update charter etc post completion of complaints process review</b></p>
<b>5.4</b>	<p><u>Communication of RDT/SDT in changes of ownership</u></p> <p><b>Action: MD believe this is already in place, however FC to confirm. MM to confirm SN position.</b></p>
<b>5.5</b>	<p><u>Agreement for wholesalers to resolve voucher disputes</u></p> <p>This is not really a PDRP matter, but there have been instances of disputed voucher claims (usually in cases of lost vouchers) causing a time delay as wholesale are waiting from publisher authority to settle the claim. This causes significant cash flow issues and it is requested that a mechanism is put in place (between wholesaler and publisher) to enable the wholesaler to settle with the retailer without undue delay.</p> <p><b>Essentially an issue with a specific newspaper. Wholesale to resolve direct</b></p>
<b>5.6</b>	<p><u>Levels of restitution</u></p> <p>The current level of restitution awards was questioned and if they should be reviewed.</p> <p><b>Action: To be discussed at next PDF meeting. SC to feedback</b></p>
<b>6.0</b>	<b>PDRP review / discussion referring to previous minutes</b>
<b>6.1</b>	<p>Identifying retailers requesting a but not completing a Stage 2 complaint form will be incorporated into regular reporting.</p> <p><b>Action: FC, AT, MM to provide updates with regular monthly reports to Linda Windsor</b></p>
<b>6.2</b>	<p>NMA form has been created and needs uploading onto website.</p> <p><b>Action: AT to send to SC</b></p>

<b>6.3</b>	To continue to measure complainant's satisfaction with the scheme, feedback from retailers post Stage 3 will be via direct contact and a follow up questionnaire. BM circulated questionnaire for consideration (copy attached with minutes)  <b>Action: SC to continue to seek feedback</b> <b>All to provide feedback on BM questionnaire by 10<sup>th</sup> May please</b>
<b>6.4</b>	NFRN observations on the PDC process were reviewed outside of PDRP and many are already under consideration as part of the review.  <b>Action: SC to meet with NFRN to follow up.</b>
<b>6.5</b>	Incorporating the complaints process into wholesaler systems such as iMenzies and SNAPP was discussed. <ul style="list-style-type: none"> <li>• MD incorporating restitution forms on website</li> <li>• MD to continue to update SN and PDRP</li> </ul> <b>Action: MN/SN to continue to update panel</b>
<b>6.6</b>	Charter should reference GDPR, not Data Protection Act.  <b>Action: SC to update ensure Charter is updated</b>
<b>6.7</b>	A discussion agreed that creating best practice case studies to provide retailer guidance to support the process was agreed. BM referred to articles in The Fed that could be adapted.  <b>Action: BM to share Fed articles and All to consider and discuss outline to potential case studies at next meeting.</b>
<b>6.8</b>	<b>Issues "parked" for now</b> Centralising the process at Stage 2: Requires further and process change. Comparison of Magazines and Newspapers supply chain performance vs other categories.
<b>7.0</b>	<b>2019 priorities and next steps</b>
	The current list of priorities with a priority ranking was shared. Copy attached. One agreed a more robust project plan is to be produced.  <b>Action: All to provide feedback of suggested amendments by 10<sup>th</sup> May please.</b> <b>SC to produce more robust project plan</b>
<b>8.</b>	<b>Any Other Business</b>
	An enquiry as to PDRP or PDF attendance at NFRN conference was made  <b>Action: BM to drop a note to SC to raise with PDF.</b>
	<b>The date next meeting is 26<sup>th</sup> June, at 1.00 pm at the NFRN offices.</b>

## **PDRP 2019 Priorities**

<b>Aim</b>	<b>Dependencies – based on current thinking</b>	<b>Priority</b>
Improving retailer access, providing better guidance and simplifying the process.	Website Charter update Guidance note	3 =
Identifying opportunities to reduce the timescale to arbitration	Define new process excl Stage 1	1
Develop the website to better support the complaints process	Budget Redefined process Short term wins	2 =
Improving awareness through more relevant marketing and communication channels	Ideally requires new process and website	3 =
Reviewing and updating of the Charter and supporting documentation	Resource / budget Agreement on new process	2 =
Highlighting the positives of progressing a complaint, through reporting and case studies	On going	On going
Addressing inconsistencies of wholesaler approach to ensure compliance with charter	On going	On going
Ensuring the Charter and complaints process is seen as an independent and national process	All of above	