

Press Distribution Charter



Quarterly Report April to June 2021

Executive summary

In April, the PDF Charter was relaunched in digital format only via ww.pressdistributioncharter.co.uk, a new website which provides quick and easy access to the Charter. The latest Charter includes an updated and simplified online complaints process, which is more accessible and navigable, and has improved user guidance for retailers.

The most significant change in the complaints process itself was a shift from a three to a two-stage model. Consequently, reporting terminology will be adapted and Stage 1 will reflect formal complaints processed, and Stage 2, will reflect those referred to Arbitration.

The new process launched on 12th April, up to which point there were not any recorded complaints received in the reporting period.

The April – June quartile has seen a significant year on year increase in the volume of complaints, with 40 completed forms and 44 breaches of PDF standards. In addition, there are 8 complaints that are still pending.

In the period there were 3 complaints escalated to arbitration, which remain pending at the period end.

	Q2 2020	Q2 2021
Number of completed Stage 1 forms	5	40
Number of Stage 1 Breaches	5	44
Number of complaints escalated to Stage 2	1	3

The complaints originated from 23 wholesale houses compared with 5 in the corresponding 2020 period. There were no complaints made against NMA or PPA.

In total seven Stage 1 complaints were completed outside of the preferred 14-day timescale.

It is unlikely that the increase in complaints is due to a significant deterioration in service levels, more probable is that we are seeing a return to business as usual for many retailers, and a response to the significant publicity that supported the launch of the new Charter and website, together with the new simplified process.

Historically wholesalers provided statistics on all complaints received prior to any formal escalation, however, reporting changes resulted in significant inconsistency in outputs. The larger wholesalers, Menzies Distribution and Smiths News, have recently agreed an output that enables consistent reporting of the informal complaints. This reportage will provide useful insight into the performance of the Newspaper and Magazine supply chain, and the PDRP is grateful to the wholesalers for their input into the new reporting output.

Total informal complaints received pre-Stage 1 Jan -June 2021.

Wholesaler	Retailers	Jan	Feb	Mar	Apr	May	Jun	Monthly Average
MD	24,861	151	132	160	168	227	230	178
	%	0.6%	0.5%	0.6%	0.7%	0.9%	0.9%	0.7%
News UK	5,200	11	1	0	1	2	6	4
	%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
SN	23,978	112	102	128	197	151	199	148
	%	0.5%	0.4%	0.5%	0.8%	0.6%	0.8%	0.6%
Total	54,039	274	235	288	366	380	435	330
	%	0.5%	0.4%	0.5%	0.7%	0.7%	0.8%	0.6%

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

Summary Data

1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 21	0	25	7	1	4	1	5	0	1	0	44
Apr - Jun 20	0	1	0	0	0	1	3	0	0	0	5
Difference + / -	0	+24	+7	+1	+4	0	+2	0	+1	0	+39

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 21											
Menzies	0	21	0	1	3	0	2	0	0	0	27
News UK/DTR	0	0	0	0	0	0	3	0	0	0	3
Smiths News	0	4	7	0	1	1	0	0	1	0	14
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	25	7	1	4	1	5	0	1	0	44
Apr - Jun 20											
Menzies	0	0	0	0	0	0	0	0	0	0	0
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	1	0	0	0	1	3	0	0	0	5
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	1	0	0	0	1	3	0	0	0	5

3. Timeliness of Stage 1

Apr - Jun 2021

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	3	0	8.7
Menzies Distribution	27	0	12.8
Smiths News	14	0	3.9

Apr - Jun 2020

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
DTR London	0	0	n/a
Menzies Distribution	0	0	n/.a
Smiths News	5	0	2.6

Appendix 1

Breaches by branch April – June 2021

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Birmingham			1								1
Carlisle					1						1
Croydon									1		1
DTR London							3				3
Eastbourne		3									3
Gloucester			1								1
Grays		1									1
Hemel		1									1
Hull		1									1
Kendal					1						1
Maidstone		3									3
Milton Keynes					1						1
Newport		1	2								3
Norwich		1									1
Portsmouth		1									1
Preston		2									2
Ryde							1				1
SEL		1					1				2
Sheffield		1		1	1						3
Southampton			2			1					3
Stockport		2	1								3
Stockton		1									1
Wakefield		6									6
Total	0	25	7	1	4	1	5	0	1	0	44

Breaches by branch April – June 2020

Wholesale Location	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Hornsey	0	0	0	0	0	0	1	0	0	0	1
Lancing	0	1	0	0	0	0	0	0	0	0	1
Slough	0	0	0	0	0	0	1	0	0	0	1
Southampton	0	0	0	0	0	0	1	0	0	0	1
Stevenage	0	0	0	0	0	0	1	0	0	0	1
Grand Total	0	1	0	0	0	1	3	0	0	0	5