
PARKING ON PRIVATE
LAND APPEALS

APPENDIX 01 & 02

POPLA

Parking on Private Land Appeals

20

22



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[Link back to Annual Report 2022](#)

2022 OPERATIONAL OVERVIEW

POPLA team setup

The POPLA operational team has been settled throughout the year. We have successfully completed two recruitment intakes to secure new talent from internal and external sources.

We increased resource in September and again in March. This was to ensure that we could effectively process the increase in volume post COVID to meet appellant and parking operator needs.

We moved to a new appeal management system in January 2022 which was designed by Lumin which is Trust Alliance Group's (TAG's) inhouse technology company. It immediately delivered an increase in efficiency and effectiveness for operational colleagues, appellants and parking operators through processing enhancements which made the appeal process more streamlined for all parties.

Customer feedback

From 1 October 2021 to 30 September 2022 we received more than 15,000 individual pieces of feedback from appellants who have used our service via our customer satisfaction surveys. This valuable feedback has been used to enact positive change in our appeal management system, processes and decision making activity.

[Motorists receive customer satisfaction surveys at two different points within our appeals process. Firstly, after they have submitted their appeal – this allows us to gather insight into how easy consumers found it to submit their appeal along with how satisfied they are with the process up to that point.

This helps us gather vital information regarding our system/processes that we might not receive if we just did a single survey at the end of the appeal process, which would be more likely to be influenced by outcome.

Secondly, the motorist receives a survey after the appeal decision is issued – This helps us understand how satisfied motorists are with the appeal process and the decision they have received and understand how likely they would be to recommend our appeal service.

At both points, motorists are able to free type any verbatim if they wish to leave us comments on their experience.]

The POPLA assessors continue to be supported by four community coaches, a community leader, a head of operations, a regulatory manager, and the lead adjudicator.

Key performance indicators

POPLA has a KPI requiring most decisions are issued within 55 days of the appellant's appeal submission. 28 days of this period can be taken up by the time allowed for the operator to respond and an appellant to comment on the operator's evidence. This can leave 27 days for POPLA to assess and issue a decision.

For the period 1 October 2021 to 30 September 2022 POPLA assessors issued 56,386 appeal decisions. 56,320 were issued within our KPI requirements which equates to 99.9% of our total output. Only 66 appeal decisions were issued outside KPI in the 12 month period.

Calls

Between 1 October 2021 and 30 September 2022 POPLA handled 17,599 inbound calls – answering 97% (17,147) within 30 seconds and 99.9% (17,584) within 60 seconds.

Summary

The POPLA team are immensely proud of the service levels, performance and quality output that have been achieved through the year for our customers.

APPEALS DATA

Cases not contested

Month	Total Appeals Received	Appeals Withdrawn (not contested) by parking operator	Total % of non-contested appeals
Oct-21	6245	1141	18%
Nov-21	6588	1393	21%
Dec-21	6490	1648	25%
Jan-22	6903	1609	23%
Feb-22	6475	1539	24%
Mar-22	6741	1656	25%
Apr-22	6246	1415	23%
May-22	7211	1717	24%
Jun-22	6918	1724	25%
Jul-22	7990	2122	27%
Aug-22	8077	2016	25%
Sep-22	8590	1926	22%
Total	84474	19906	24%

Appeals submitted by month

Month	Total Appeals Received
Oct-21	6245
Nov-21	6588
Dec-21	6490
Jan-22	6903
Feb-22	6475
Mar-22	6741
Apr-22	6246
May-22	7211
Jun-22	6918
Jul-22	7990
Aug-22	8077
Sep-22	8590
Total	84474

Appeals submitted by month and UK country

Month	England / Wales	Northern Ireland	Scotland	Total
Oct-21	5947	43	255	6245
Nov-21	6290	58	240	6588
Dec-21	6208	74	208	6490
Jan-22	6609	74	220	6903
Feb-22	6229	70	176	6475
Mar-22	6504	71	166	6741
Apr-22	6002	63	181	6246
May-22	6943	42	226	7211
Jun-22	6637	53	228	6918
Jul-22	7634	63	293	7990
Aug-22	7714	67	296	8077
Sep-22	8238	67	285	8590
Total	80955	745	2774	84474

Appeals submitted by operator

Parking Operator	Total Appeals Received
AGH Solutions Ltd - EW	2
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025	2
All Parking Services - EW	49
AM Parking Services - EW	32
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	104
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	411
ANPR Parking Services - EW	36
ANPR Payment Recovery Ltd - EW	9
APCOA Heathrow TDOC	3295
APCOA Parking - EW	2430
APCOA Parking - NI	19
APCOA Parking - S	9
BaySentry Solutions Ltd - EW	316
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	15
Britannia Parking Group - EW	1123
Britannia Parking Group - S	17
Capital Car Park Control - EW	243
Car Park Services - NI	33
Car Parkers Anglia - EW	22

Appeals submitted by operator

Parking Operator	Total Appeals Received
Carflow Ltd - EW	309
Carpool Ltd - EW	5
City Parking Enforcement Limited - EW	25
City Permits - EW	19
Civil Enforcement - EW	7549
Civil Enforcement - NI	61
Civil Enforcement - S	427
Close Unit Protection - EW	138
Corporate Services - EW	134
CP Plus - EW	1714
CP Plus - S	51
CP Plus 176 - EW	296
Dean Clough Ltd - EW	2
Defence Systems Ltd - EW	147
Digital Parking Enforcement Ltd - EW	1
Direct Collection Bailiffs Limited - EW	1
Dorset County Hospital Foundation Trust - EW	3
East Midlands Railways Ltd - EW	1
Elite Parking Management - EW	101

Appeals submitted by operator

Parking Operator	Total Appeals Received
Enterprise Parking Solutions Ltd - EW	36
Enterprise Parking Solutions Ltd - Sco	1
Eternity Fire and Security	7
Euro Car Parks - EW	9005
Euro Car Parks - NI	69
Euro Car Parks - S	399
First Parking - EW	425
First Parking - S	12
Fisc Parking Solutions	5
Future Parking - EW	72
GBP Management Ltd - EW	16
Gemini Parking Solutions London Ltd - EW	1039
Good Value Parking Ltd	12
Green Parking Ltd - EW	7
Hamilton Facilities Management Services - EW	13
Highview Parking - EW	919
Highview Parking- S	10
Horizon Parking Ltd - EW	1738
Horizon Parking Ltd - NI	1

Appeals submitted by operator

Parking Operator	Total Appeals Received
Horizon Parking Ltd - S	57
Initial Parking Ltd - EW	1182
Ipserv Limited - EW	191
JD Parking Consultants - EW	73
Key Parking Solutions Limited - EW	11
LCP Parking Services - EW	39
LDK Security Group - EW	14
Local Parking Management - EW	37
Local Parking Security - EW	300
Lodge Parking Ltd - EW	13
MET Parking Services - EW	1330
Minster Baywatch - EW	561
MJB FACILITIES MANAGEMENT LTD - EW	43
NCP - EW	1432
NCP - S	7
NCP (EUK) Ltd - EW	75
NCP ANPR Rail - EW	1878
NCP Limited - Gatwick Airport	126
NCP Limited - S	92

Appeals submitted by operator

Parking Operator	Total Appeals Received
NCP Ltd - EW	62
Northwest Parking Management Ltd - EW	93
NSGL - EW	116
NSL Limited - EW	180
NSL Ltd - EW	51
Observices Parking Consultancy - EW	60
OCS Group - EW	6
OKS empire Ltd T/A Local Car Park Management - EW	1
One Parking Solution Ltd - EW	1227
P4 Parking (UK) Ltd - EW	384
P4 Parking (UK) Ltd - S	80
Park & Control (UK) Ltd - EW	18
Park Zone Limited - EW	1
Parking and Security Solutions Ltd - EW	20
Parking Charge Limited - EW	138
Parking Control Solutions - EW	152
Parking Enforcement & Security Services - EW	280
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	20478
Parking Eye Ltd including Car Parking Partnership (CPP) - S	832

Appeals submitted by operator

Parking Operator	Total Appeals Received
Parking Group Limited - EW	105
Parking Solutions 24 - EW	96
Parking Ticketing 596 - EW	134
Parkingeye Ltd including Car Parking Partnership (CPP) - EW +1	70
Parkmaven - S	2
ParkMaven Limited - EW	334
Premier Park - EW	2558
Premier Park - S	36
Prime Parking - EW	2
Private Parking Management - EW	19
Private Parking Solution (London) - EW	1052
Q-Park - EW	15
RCP Parking Limited - Parent Organisation - EW	193
Retail Park Limited	2
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	124
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	8
Salisbury NHS Foundation - EW	2
Secure Parking Solutions Ltd - EW	229

Appeals submitted by operator

Parking Operator	Total Appeals Received
Secure-a-space - EW	82
Select Parking Ltd - EW	3
Shield Security Services - EW	6
Smart Parking - EW	9501
Smart Parking - NI	562
Smart Parking - S	681
Spring Parking - EW	245
SR Security Services - EW	1
Total Car Parks - EW	218
Total Parking Solutions - EW	620
UK Parking Administration	12
UK Parking Control Limited - EW	86
UK Parking Control Ltd - EW	2441
UK Parking Control Ltd - S	53
University of Kent - EW	4
VARS Technology Limited - EW	89
Vehicle Control Solutions - EW	48
Workflow Dynamics - EW	264
Total	84474

APPENDIX 02

APPEALS DECIDED

Appeals decided by month

Month	Appeals Allowed	Appeals Refused	Total
Oct-21	965	3287	4252
Nov-21	1154	3794	4948
Dec-21	1040	3116	4156
Jan-22	1243	3271	4514
Feb-22	1568	3961	5529
Mar-22	1983	5069	7052
Apr-22	1171	3116	4287
May-22	909	2379	3288
Jun-22	758	1891	2649
Jul-22	1261	3908	5169
Aug-22	1262	3475	4737
Sep-22	1415	4390	5805
Total	14729	41657	56386

Appeals decided by month and UK country

Month	England / Wales	Northern Ireland	Scotland	Total
Oct-21	4041	21	190	4252
Nov-21	4712	34	202	4948
Dec-21	3978	36	142	4156
Jan-22	4320	57	137	4514
Feb-22	5277	68	184	5529
Mar-22	6752	84	216	7052
Apr-22	4132	35	120	4287
May-22	3158	34	96	3288
Jun-22	2553	13	83	2649
Jul-22	4948	42	179	5169
Aug-22	4527	38	172	4737
Sep-22	5524	50	231	5805
Total	53922	512	1952	56386

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
AGH Solutions Ltd - EW	1		1
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025	1	1	2
All Parking Services - EW	19	15	34
AM Parking Services - EW	2	24	26
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	79	47	126
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	134	192	326
ANPR Parking Services - EW	1	5	6
ANPR Payment Recovery Ltd - EW	3	2	5
APCOA Heathrow TDOC	838	1097	1935
APCOA Parking - EW	405	924	1329
APCOA Parking - NI	1	7	8
APCOA Parking - S	1	4	5
BaySentry Solutions Ltd - EW	160	53	213
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	14	1	15
Britannia Parking Group - EW	95	731	826
Britannia Parking Group - S		12	12
Capital Car Park Control - EW	86	176	262

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
Car Park Services - NI	6	20	26
Car Parkers Anglia - EW	4	14	18
Carflow Ltd - EW	25	216	241
Carrpool Ltd - EW	2	2	4
City Parking Enforcement Limited - EW	9	13	22
City Permits - EW	8	10	18
Civil Enforcement - EW	1078	5104	6182
Civil Enforcement - NI	3	40	43
Civil Enforcement - S	44	310	354
Close Unit Protection - EW	84	23	107
Corporate Services - EW	25	89	114
CP Plus - EW	143	1040	1183
CP Plus - S	8	31	39
CP Plus 176 - EW	56	164	220
Dean Clough Ltd - EW	2		2
Defence Systems Ltd - EW	17	106	123
Digital Parking Enforcement Ltd - EW	1		1
Dorset County Hospital Foundation Trust - EW	3		3

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
Elite Parking Management - EW	37	43	80
Enterprise Parking Solutions Ltd - EW	17	41	58
Enterprise Parking Solutions Ltd - Sco		1	1
Euro Car Parks - EW	833	4785	5618
Euro Car Parks - NI	5	45	50
Euro Car Parks - S	31	200	231
First Parking - EW	99	221	320
First Parking - S	4	1	5
Fisc Parking Solutions		3	3
Future Parking - EW	36	34	70
GBP Management Ltd - EW	5	6	11
Gemini Parking Solutions London Ltd - EW	146	323	469
Good Value Parking Ltd	8		8
Green Parking Ltd - EW	5		5
Hamilton Facilities Management Services - EW	3	13	16
Highview Parking - EW	118	560	678
Highview Parking- S		6	6
Horizon Parking Ltd - EW	147	756	903

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
Horizon Parking Ltd - S	3	30	33
Initial Parking Ltd - EW	93	888	981
Ipserv Limited - EW	44	121	165
JD Parking Consultants - EW	12	40	52
Key Parking Solutions Limited - EW	4	8	12
LCP Parking Services - EW	3	32	35
LDK Security Group - EW	6	4	10
Local Parking Management - EW	3	5	8
Local Parking Security - EW	84	197	281
Lodge Parking Ltd - EW	13		13
MET Parking Services - EW	78	807	885
Minster Baywatch - EW	85	311	396
MJB FACILITIES MANAGEMENT LTD - EW	14	27	41
NCP - EW	168	338	506
NCP - S	2	1	3
NCP (EUK) Ltd - EW	22		22
NCP ANPR Rail - EW	236	6	242
NCP Limited - Gatwick Airport	36	4	40

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
NCP Limited - S	5		5
NCP Ltd - EW	5	18	23
Northwest Parking Management Ltd - EW	11	28	39
NSGL - EW	37	48	85
NSL Limited - EW	72	114	186
NSL Ltd - EW	24	18	42
Observices Parking Consultancy - EW	30	19	49
OCS Group - EW	3	1	4
OKS empire Ltd T/A Local Car Park Management - EW	1		1
One Parking Solution Ltd - EW	169	769	938
P4 Parking (UK) Ltd - EW	51	150	201
P4 Parking (UK) Ltd - S	7	52	59
Park & Control (UK) Ltd - EW	4		4
Parking and Security Solutions Ltd - EW	10	3	13
Parking Charge Limited - EW	44	49	93
Parking Control Solutions - EW	25	92	117
Parking Enforcement & Security Services - EW	13	118	131
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	3358	10925	14283

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
Parking Eye Ltd including Car Parking Partnership (CPP) - S	102	521	623
Parking Group Limited - EW	50	41	91
Parking Solutions 24 - EW	38	42	80
Parking Ticketing 596 - EW	16	104	120
Parkingeye Ltd including Car Parking Partnership (CPP) – EW +1		3	3
Parkmaven - S		2	2
ParkMaven Limited - EW	23	91	114
Premier Park - EW	168	1435	1603
Premier Park - S	2	18	20
Private Parking Management - EW	8		8
Private Parking Solution (London) - EW	205	668	873
Q-Park - EW	5	4	9
RCP Parking Limited - Parent Organisation - EW	114	16	130
Retail Park Limited		1	1
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	15	44	59
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	4	3	7
Salisbury NHS Foundation - EW	1		1

Appeals decided by operator

Parking Operator	Allowed	Refused	Total
Secure Parking Solutions Ltd - EW	40	169	209
Secure-a-space - EW	6	64	70
Select Parking Ltd - EW	3		3
Shield Security Services - EW	3		3
Smart Parking - EW	3324	3368	6692
Smart Parking - NI	110	275	385
Smart Parking - S	195	327	522
Spring Parking - EW	43	162	205
SR Security Services - EW	2		2
Total Car Parks - EW	16	170	186
Total Parking Solutions - EW	80	340	420
UK Parking Control Limited - EW	2		2
UK Parking Control Ltd - EW	296	961	1257
UK Parking Control Ltd - S	9	16	25
University of Kent - EW	4		4
VARS Technology Limited - EW	37	54	91
Workflow Dynamics - EW	180	22	202
WY Parking Enforcement - EW	1	2	3
Total	14729	41657	56386

MITIGATION CASES

Mitigation cases referred

Month	Total
Oct-21	69
Nov-21	84
Dec-21	44
Jan-22	48
Feb-22	34
Mar-22	73
Apr-22	47
May-22	42
Jun-22	37
Jul-22	70
Aug-22	72
Sep-22	66
Total	686

Parking charge cancelled after referral

Month	Total
Oct-21	26
Nov-21	35
Dec-21	19
Jan-22	16
Feb-22	9
Mar-22	39
Apr-22	32
May-22	26
Jun-22	17
Jul-22	30
Aug-22	28
Sep-22	36
Total	313

APPENDIX 02

APPEALS WITHDRAWN (NOT CONTESTED)

Appeals withdrawn (not contested) by month and withdrawn party

Month	Parking operator	Appellant	Total
Oct-21	1141	236	1377
Nov-21	1393	286	1679
Dec-21	1648	282	1930
Jan-22	1609	267	1876
Feb-22	1539	301	1840
Mar-22	1656	292	1948
Apr-22	1415	248	1663
May-22	1717	252	1969
Jun-22	1724	300	2024
Jul-22	2122	351	2473
Aug-22	2016	343	2359
Sep-22	1926	283	2209
Total	19906	2441	23347

Appeals withdrawn (not contested) by month and UK country

Month	England / Wales	Northern Ireland	Scotland	Total
Oct-21	1318	11	48	1377
Nov-21	1591	14	74	1679
Dec-21	1838	15	77	1930
Jan-22	1800	15	61	1876
Feb-22	1781	15	44	1840
Mar-22	1883	22	43	1948
Apr-22	1617	17	29	1663
May-22	1905	15	49	1969
Jun-22	1963	6	55	2024
Jul-22	2378	17	78	2473
Aug-22	2271	10	78	2359
Sep-22	2154	14	41	2209
Total	22499	171	677	23347

Appeals withdrawn (not contested) by operator

Parking Operator	Total
All Parking Services - EW	10
AM Parking Services - EW	3
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	14
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	33
ANPR Parking Services - EW	29
ANPR Payment Recovery Ltd - EW	1
APCOA Heathrow TDOC	817
APCOA Parking - EW	1081
APCOA Parking - NI	10
APCOA Parking - S	5
BaySentry Solutions Ltd - EW	59
Britannia Parking Group - EW	250
Britannia Parking Group - S	5
Capital Car Park Control - EW	12
Car Park Services - NI	4
Car Parkers Anglia - EW	1
Carflow Ltd - EW	62
Carpool Ltd - EW	1
City Parking Enforcement Limited - EW	5
City Permits - EW	1

Appeals withdrawn (not contested) by operator

Parking Operator	Total
Civil Enforcement - EW	976
Civil Enforcement - NI	15
Civil Enforcement - S	50
Close Unit Protection - EW	22
Corporate Services - EW	12
CP Plus - EW	440
CP Plus - S	12
CP Plus 176 - EW	85
Defence Systems Ltd - EW	41
Direct Collection Bailiffs Limited - EW	1
East Midlands Railways Ltd - EW	1
Elite Parking Management - EW	17
Enterprise Parking Solutions Ltd - EW	4
Enterprise Parking Solutions Ltd - Sco	1
Eternity Fire and Security	4
Euro Car Parks - EW	3141
Euro Car Parks - NI	11
Euro Car Parks - S	152
First Parking - EW	107
First Parking - S	6

Appeals withdrawn (not contested) by operator

Parking Operator	Total
Fisc Parking Solutions	2
Future Parking - EW	10
GBP Management Ltd - EW	1
Gemini Parking Solutions London Ltd - EW	527
Green Parking Ltd - EW	1
Hamilton Facilities Management Services - EW	3
Highview Parking - EW	247
Highview Parking- S	4
Horizon Parking Ltd - EW	690
Horizon Parking Ltd - S	21
Initial Parking Ltd - EW	135
Ipserv Limited - EW	33
JD Parking Consultants - EW	20
LCP Parking Services - EW	4
LDK Security Group - EW	1
Local Parking Management - EW	25
Local Parking Security - EW	19
MET Parking Services - EW	394
Minster Baywatch - EW	101
MJB FACILITIES MANAGEMENT LTD - EW	4

Appeals withdrawn (not contested) by operator

Parking Operator	Total
NCP - EW	939
NCP - S	3
NCP (EUK) Ltd - EW	48
NCP ANPR Rail - EW	1557
NCP Limited - Gatwick Airport	69
NCP Limited - S	101
NCP Ltd - EW	56
Northwest Parking Management Ltd - EW	54
NSGL - EW	15
NSL Limited - EW	17
NSL Ltd - EW	6
Observices Parking Consultancy - EW	5
OCS Group - EW	1
One Parking Solution Ltd - EW	261
P4 Parking (UK) Ltd - EW	168
P4 Parking (UK) Ltd - S	18
Park & Control (UK) Ltd - EW	12
Parking and Security Solutions Ltd - EW	5
Parking Charge Limited - EW	43
Parking Control Solutions - EW	29

Appeals withdrawn (not contested) by operator

Parking Operator	Total
Parking Enforcement & Security Services - EW	142
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	4454
Parking Eye Ltd including Car Parking Partnership (CPP) - S	132
Parking Group Limited - EW	5
Parking Solutions 24 - EW	13
Parking Ticketing 596 - EW	23
Parkingeye Ltd including Car Parking Partnership (CPP) - EW +1	13
Parkmaven - S	1
ParkMaven Limited - EW	233
Premier Park - EW	705
Premier Park - S	6
Prime Parking - EW	2
Private Parking Management - EW	12
Private Parking Solution (London) - EW	115
Q-Park - EW	7
RCP Parking Limited - Parent Organisation - EW	47
Retail Park Limited	1
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	64
Salisbury NHS Foundation - EW	1
Secure Parking Solutions Ltd - EW	19

Appeals withdrawn (not contested) by operator

Parking Operator	Total
Secure-a-space - EW	14
Shield Security Services - EW	3
Smart Parking - EW	2362
Smart Parking - NI	131
Smart Parking - S	134
Spring Parking - EW	39
Total Car Parks - EW	21
Total Parking Solutions - EW	165
UK Parking Administration	4
UK Parking Control Limited - EW	21
UK Parking Control Ltd - EW	1226
UK Parking Control Ltd - S	26
VARS Technology Limited - EW	4
Vehicle Control Solutions - EW	32
Workflow Dynamics - EW	19
WY Parking Enforcement - EW	1
Total	23347

POPLA

Parking on Private Land Appeals

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