

Annual Report | 2021

Parking on Private Land Appeals



Contents

i. Operational performance

- 04 POPLA team setup
- 04 Recovery from adjournment
- 04 Calls
- 04 Key performance indicators

ii. Data

- 05 Cases not contested
- 06 Appeal submissions
 - 06 Appeals submitted by month
 - 06 Appeals submitted by month and UK country
 - 07 Appeals submitted by operator
- 11 Appeals decided
 - 11 Appeals decided by month
 - 11 Appeals decided by month and UK country
 - 12 Appeals decided by operator
- 15 Mitigation cases
- 16 Appeals withdrawn (not contested)
 - 16 Appeals withdrawn (not contested) by month and withdrawn party
 - 16 Appeals withdrawn (not contested) by month and UK country
 - 17 Appeals withdrawn (not contested) by operator



[link back to the Annual Report 2021](#)

i. Operational Performance

POPLA Team Set Up

The team of POPLA assessors has changed shape significantly throughout the year. Numbers have increased and reduced with demand, and colleagues have needed to show great flexibility. Many assessors were deployed to other areas of the business as lockdown impacted the number of appeals available to work. They were then welcomed back into the POPLA team to help with high volumes after lockdown ended. Our redeployed colleagues provided excellent levels of customer service to consumers through this period.

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

Recovery from Adjourment

We adjourned consideration of appeals between November 2020 and March 2021 as motorists and operators weren't able to fully engage with the appeals service while locked down.

We built up a stock of over 16,000 appeals in this period, so in advance of recommencement we trained 25 new colleagues to assist with reducing the volume of appeals awaiting a decision. This activity resulted in POPLA effectively and efficiently reducing the volume of appeals, and by the end of the year we were issuing decisions well within our target Key Performance Indicators.

Calls

Between 1 October 2020 and 30 September 2021, we handled 15,819 inbound calls – answering 97% within 30 seconds and 99% within 60 seconds.

The POPLA team continues to receive calls and emails about many issues including logging appeals, requests for advice about the best way to appeal and complaints about the outcome of an appeal.

Key performance indicators

POPLA has a KPI requiring most decisions are issued within 55 days of the motorist's appeal submission. 28 days of this period is taken up by the time allowed for the operator to respond and a motorist to comment on the operator's evidence pack.

We were operating in a recovery period due to adjourning over 10,000 appeals in 2020 as a result of the national lockdown. We were making strong headway in reducing the volume of adjourned cases whilst managing all new appeals when the second national lockdown was implemented.

Our focus from October 2020, as agreed with the British Parking Association, was on placing each new appeal on hold manually and supporting motorists and parking operators throughout the adjournment period, until appeals were restarted in March 2021.

The decision to adjourn for a second time expended considerable time and effort. This resulted in parking appeals being placed on hold for up to four months and impacted our KPI performance, as the time that passed from the original submission was not adjusted.

Most appeals were already in excess of the 55-day timeframe by the time we were able to resume our normal operational processes, which meant that adhering to our usual KPI was no longer possible.

We worked hard to reduce the average appeal assessment time and in September 2021 98.1% of all appeals decided were within our KPI's once more.

ii. Data

Cases not contested

Month	Total Appeals Received	Appeals Withdrawn (not contested) by parking operator	Total % of non-contested appeals
Oct 2020	5,853	1,818	31.1%
Nov 2020	4,784	1,393	29.1%
Dec 2020	4,345	703	16.2%
Jan 2021	4,502	726	16.1%
Feb 2021	3,165	514	16.2%
Mar 2021	3,419	800	23.4%
Apr 2021	3,085	1,299	42.1%
May 2021	3,843	1,872	48.7%
Jun 2021	5,285	1,492	28.2%
Jul 2021	5,585	1,454	26.0%
Aug 2021	5,641	1,385	24.6%
Sep 2021	5,730	1,485	25.9%
Total	55,237	14,941	27.0%

Appeal submissions

Appeals submitted by month

Month	Total
Oct 2020	5,853
Nov 2020	4,784
Dec 2020	4,345
Jan 2021	4,502
Feb 2021	3,165
Mar 2021	3,419
Apr 2021	3,085
May 2021	3,843
Jun 2021	5,285
Jul 2021	5,585
Aug 2021	5,641
Sep 2021	5,730
Total	55,237

Appeals submitted by month and UK country

Month	Eng+Wales	N.Ireland	Scotland	Total
Oct 2020	5,687	37	129	5,853
Nov 2020	4,594	31	159	4,784
Dec 2020	4,171	41	133	4,345
Jan 2021	4,327	32	143	4,502
Feb 2021	3,062	30	73	3,165
Mar 2021	3,307	22	90	3,419
Apr 2021	3,004	14	67	3,085
May 2021	3,727	23	93	3,843
Jun 2021	5,063	40	182	5,285
Jul 2021	5,341	33	211	5,585
Aug 2021	5,371	48	222	5,641
Sep 2021	5,434	35	261	5,730
Total	53,088	386	1,763	55,237

Appeals submitted by operator

Operator	Total
ABM Facilities Service UK Ltd - EW	1
All Parking Services - EW	69
AM Parking Services - EW	33
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	402
ANPR Parking Services - EW	12
APCOA Parking - EW	631
APCOA Parking - S	30
Atlas Enforcement - EW	1
BaySentry Solutions Ltd - EW	142
Bridge Security (CCTV) Ltd (t/as Bridge Property Asset Management) - EW	21
Britannia Parking Group - EW	950
Britannia Parking Group - S	15
Capital Car Park Control - EW	141
Car Park Services - EW	1
Car Park Services - NI	37
Car Parkers Anglia - EW	13
Carflow Ltd - EW	252
Carrpool Ltd - EW	8
City Parking Enforcement Ltd - EW	8
City Permits - EW	33
Civil Enforcement - EW	4,976
Civil Enforcement - NI	52
Civil Enforcement - S	244
Close Unit Protection - EW	89
Corporate Services - EW	114
CP Plus - EW	916
CP Plus - S	24
CP Plus 176 - EW	137
Defence Systems Ltd - EW	286
Digital Parking Enforcement Ltd - EW	1
Dorset County Hospital Foundation Trust - EW	4
Elite Parking Management - EW	91
Enterprise Parking Solutions Ltd - EW	278
Enterprise Parking Solutions Ltd - S	22

Appeals submitted by operator

Operator	Total
Euro Car Parks - EW	5,935
Euro Car Parks - NI	31
Euro Car Parks - S	314
Euro Parking Collections - EW	2
First Parking - EW	268
Future Parking - EW	74
Gallan Parking - EW	29
Gemini Parking Solutions London Ltd - EW	741
Green Parking Ltd - EW	5
Hamilton Facilites Management Services - EW	35
Highview Parking - EW	775
Highview Parking Ltd - EW	1
Highview Parking - S	12
Horizon Parking Ltd - EW	1,394
Horizon Parking Ltd - NI	1
Horizon Parking Ltd - S	22
Initial Parking Ltd - EW	1,406
Ipserv Ltd - EW	288
JD Parking Consultants - EW	25
Key Parking Solutions Ltd - EW	11
LCP Parking Services - EW	37
LDK Security Group - EW	2
Local Parking Security - EW	279
Lodge Parking Ltd - EW	11
MET Parking Services - EW	1,166
Minster Baywatch - EW	455
MJB Security Services Ltd - EW	58
Napier Parking - EW	1
NCP - EW	1,360
NCP - S	6
NCP - S	14
NCP (EUK) Ltd - EW	100
NCP ANPR Rail - EW	651
NCP Ltd - EW	143

Appeals submitted by operator

Operator	Total
NCP Limited - S	47
Northwest Parking Management Ltd - EW	66
NSGL Ltd - EW	76
NSL Limited - EW	87
NSL Ltd - EW	35
Observances Parking Consultancy - EW	47
OCS Group - EW	10
OKS Empire Ltd (t/as Local Car Park Management) -	11
One Parking Solution Ltd - EW	881
P4 Parking (UK) Ltd - EW	365
P4 Parking (UK) Ltd - S	49
Park Zone Limited - EW	7
Parking and Security Solutions Ltd - EW	4
Parking Charge Limited - EW	222
Parking Control Solutions - EW	198
Parking Enforcement & Security Services - EW	148
Parking Eye Ltd incl. Car Parking Partnership (CPP) - EW	14,018
Parking Eye Ltd incl. Car Parking Partnership (CPP) - NI	2
Parking Eye Ltd incl. Car Parking Partnership (CPP) - S	511
Parking Solutions 24 - EW	46
Parking Ticketing - NI	1
Parking Ticketing 596 - EW	221
Parkmaven - S	34
ParkMaven Limited - EW	135
Premier Park - EW	1,512
Premier Park - S	2
Prime Parking - EW	1
Private Parking Management - EW	21
Private Parking Solution (London) - EW	827
Q Park - EW	16
RCP Parking Limited - Parent Organisation - EW	14
Saba Park Solutions UK Ltd and Saba Park Services UK Ltd (previously Indigo) - EW	77
Saba Park Solutions UK Ltd and Saba Park Services UK Ltd (previously Indigo) - S	10
Secure Parking Solutions Ltd - EW	146

Appeals submitted by operator

Operator	Total
Secure-a-space - EW	87
Select Parking Ltd - EW	1
Sheild Security Services - EW	5
Smart Parking - EW	6,184
Smart Parking - NI	262
Smart Parking - S	298
Spring Parking - EW	387
SR Security Services - EW	10
Total Car Parks - EW	81
Total Parking Solutions - EW	524
UK Parking Control Ltd - EW	1,619
UK Parking Control Ltd - S	109
VARS Technology Limited - EW	48
Vehicle Control Solutions - EW	40
Wing Parking - EW	9
Workflow Dynamics - EW	11
WY Parking Enforcement - EW	29
Total	55,237

Appeals decided

Appeals decided by month

Month	Allowed	Refused	Total
Oct 2020	1,204	3,394	4,598
Nov 2020	1,050	4,015	5,065
Dec 2020	765	2,925	3,690
Jan 2021	496	2,355	2,851
Feb 2021	350	1,584	1,934
Mar 2021	63	266	329
Apr 2021	743	2,780	3,523
May 2021	1,036	3,507	4,543
Jun 2021	1,136	4,171	5,307
Jul 2021	875	4,013	4,888
Aug 2021	970	4,542	5,512
Sep 2021	1,250	5,225	6,476
Total	9,939	38,777	48,716

Appeals decided by month and UK country

Month	Eng+Wales	N.Ireland	Scotland	Total
Oct 2020	4,444	47	107	4,598
Nov 2020	4,934	27	104	5,065
Dec 2020	3,587	22	81	3,690
Jan 2021	2,760	19	72	2,851
Feb 2021	1,853	10	71	1,934
Mar 2021	312	4	13	329
Apr 2021	3,368	33	122	3,523
May 2021	4,386	44	131	4,543
Jun 2021	5,143	38	126	5,307
Jul 2021	4,744	29	115	4,888
Aug 2021	5,284	36	192	5,512
Sep 2021	6,128	47	301	6,476
Total	46,925	356	1,435	48,716

Appeals decided by operator

Operator	Allowed	Refused	Total
All Parking Services - EW	13	39	52
AM Parking Services - EW	4	35	39
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	142	342	484
ANPR Parking Services - EW	1	1	2
APCOA Parking - EW	41	214	255
APCOA Parking - S	4	2	6
BaySentry Solutions Ltd - EW	40	4	44
Bridge Security (CCTV) Ltd (t/as Bridge Property Asset Management) - EW	26	1	27
Britannia Parking Group - EW	97	743	840
Britannia Parking Group - S	2	21	23
Capital Car Park Control - EW	33	91	124
Car Park Services - NI	-	31	31
Car Parkers Anglia - EW	4	5	9
Carflow Ltd - EW	14	201	215
Carrpool Ltd - EW	3	2	5
City Parking Enforcement Ltd - EW	4	-	4
City Permits - EW	12	23	35
Civil Enforcement - EW	849	3,521	4,370
Civil Enforcement - NI	6	38	44
Civil Enforcement - S	29	182	211
Close Unit Protection - EW	120	27	147
Corporate Services - EW	52	60	112
CP Plus - EW	90	783	873
CP Plus - S	4	20	24
CP Plus 176	14	67	81
CPS Enforcement Northern Ltd - EW	1	-	1
Defence Systems Ltd - EW	30	226	256
Digital Parking Enforcement Ltd - EW	-	1	1
Dorset County Hospital Foundation Trust - EW	4	1	5
Elite Parking Management - EW	29	48	77
Enterprise Parking Solutions Ltd - EW	37	186	223
Enterprise Parking Solutions Ltd - S	3	10	13
Euro Car Parks - EW	733	4,887	5,620
Euro Car Parks - NI	4	38	42

Appeals decided by operator

Operator	Allowed	Refused	Total
Euro Car Parks - S	23	239	262
Euro Parking Collections - EW	2	-	2
First Parking - EW	29	117	146
Future Parking - EW	21	55	76
Gallan Parking - EW	22	4	26
Gemini Parking Solutions London Ltd - EW	119	481	600
Gemini Parking Solutions London Ltd - S	-	1	1
Green Parking Ltd - EW	5	-	5
Hamilton Facilities Management Services - EW	12	13	25
Highview Parking - EW	150	709	859
Highview Parking - S	2	9	11
Horizon Parking Ltd - EW	85	626	711
Initial Parking Ltd - EW	169	998	1,167
Ipserv Limited - EW	61	160	221
JD Parking Consultants - EW	3	20	23
Key Parking Solutions Limited - EW	4	10	14
Knightshield Security Ltd - EW	1	-	1
LCP Parking Services - EW	2	29	31
LDK Security Group - EW	1	1	2
Liberty Services - EW	1	-	1
Local Parking Security - EW	91	233	324
Lodge Parking Ltd - EW	12	1	13
MET Parking Services - EW	63	851	914
Minster Baywatch - EW	117	381	498
MJB Security Services Ltd - EW	37	14	51
NCP - EW	128	591	719
NCP - S	1	3	4
NCP - S	6	6	12
NCP (EUK) Ltd - EW	22	11	33
NCP ANPR Rail - EW	34	26	60
NCP Limited - S	18	-	18
NCP Ltd - EW	18	74	92
Northwest Parking Management Ltd - EW	18	22	40
NSGL - EW	33	65	98

Appeals decided by operator

Operator	Allowed	Refused	Total
NSL Limited - EW	17	26	43
NSL Ltd - EW	20	16	36
Observices Parking Consultancy - EW	27	31	58
OCS Group - EW	-	6	6
OKS empire Ltd T/A Local Car Park Management - EW	1	5	6
One Parking Solution Ltd - EW	17	506	589
P4 Parking (UK) Ltd - EW	50	175	225
P4 Parking (UK) Ltd - S	2	36	38
Park Zone Limited - EW	7	-	7
Parking and Security Solutions Ltd - EW	3	1	4
Parking Charge Limited - EW	92	118	210
Parking Control Solutions - EW	63	141	204
Parking Enforcement & Security Services - EW	13	46	59
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	2,922	11,115	14,037
Parking Eye Ltd including Car Parking Partnership (CPP) - S	43	375	418
Parking Solutions 24 - EW	24	11	35
Parking Ticketing 596 - EW	14	221	235
Parkmaven - S	7	19	26
ParkMaven Limited - EW	3	45	58
Premier Park - EW	144	1,168	1,312
Premier Park - S	-	1	1
Private Parking Management - EW	4	-	4
Private Parking Solution (London) - EW	169	740	909
Q-Park - EW	4	6	10
RCP Parking Limited - Parent Organisation - EW	11	1	12
Saba Park Solutions / Services UK Limited (previously Indigo) - EW	7	31	38
Saba Park Solutions / Services UK Limited (previously Indigo) - S	-	3	3
Secure Parking Solutions Ltd - EW	37	89	126
Secure-a-space - EW	2	86	88
Select Parking Ltd - EW	1	-	1
Sheild Securty Services - EW	3	-	3
Smart Parking - EW	1,805	3,830	5,635
Smart Parking - NI	49	190	239
Smart Parking - S	72	201	273

Appeals decided by operator

Operator	Allowed	Refused	Total
Spring Parking - EW	104	340	444
SR Security Services - EW	7	14	21
Total Car Parks - EW	16	46	62
Total Parking Solutions - EW	59	431	490
UK Parking Control Ltd - EW	252	980	1,232
UK Parking Control Ltd - S	9	82	91
VARS Technology Ltd - EW	17	12	29
Vehicle Control Solutions - EW	2	-	2
Wing Parking - EW	2	14	16
Workflow Dynamics - EW	4	6	10
WY Parking Enforcement - EW	3	13	16
Total	9,939	38,777	48,716

Mitigation cases

Mitigation cases referred

Month	Total
Oct 2020	66
Nov 2020	67
Dec 2020	55
Jan 2021	35
Feb 2021	16
Mar 2021	11
Apr 2021	73
May 2021	58
Jun 2021	71
Jul 2021	59
Aug 2021	84
Sep 2021	66
Total	661

Parking charge cancelled after referral

Month	Total
Oct 2020	35
Nov 2020	44
Dec 2020	34
Jan 2021	18
Feb 2021	8
Mar 2021	5
Apr 2021	36
May 2021	28
Jun 2021	35
Jul 2021	30
Aug 2021	35
Sep 2021	34
Total	342

Appeals withdrawn (not contested)

Appeals withdrawn (not contested) by month and withdrawn party

Month	Motorist	Operator	Total
Oct 2020	266	1,552	1,818
Nov 2020	244	1,149	1,393
Dec 2020	163	540	703
Jan 2021	142	584	726
Feb 2021	117	397	514
Mar 2021	124	676	800
Apr 2021	202	1,097	1,299
May 2021	233	1,639	1,872
Jun 2021	233	1,259	1,492
Jul 2021	224	1,230	1,454
Aug 2021	226	1,119	1,385
Sep 2021	229	1,256	1,485
Total	2,443	12,498	14,941

Appeals withdrawn (not contested) by month and UK country

Month	Eng+Wales	N.Ireland	Scotland	Total
Oct 2020	1,787	4	27	1,818
Nov 2020	1,360	8	25	1,393
Dec 2020	678	3	22	703
Jan 2021	685	9	32	726
Feb 2021	501	2	11	514
Mar 2021	781	4	15	800
Apr 2021	1,264	6	29	1,299
May 2021	1,826	9	37	1,872
Jun 2021	1,440	8	44	1,492
Jul 2021	1,397	9	48	1,454
Aug 2021	1,332	9	44	1,385
Sep 2021	1,415	17	53	1,485
Total	14,466	88	387	14,941

Appeals withdrawn (not contested) by operator

Operator	Total
ABM Facilities Service UK Ltd - EW	1
Absolute Parking Management -EW	1
All Parking Services - EW	22
AM Parking Services - EW	6
Anchor Security Services (t/as Care Parking & t/as Ocean Parking) - EW	30
ANPR Parking Services - EW	13
APCOA Parking - EW	354
APCOA Parking - S	23
Atlas Enforcement - EW	1
BaySentry Solutions Ltd - EW	91
Britannia Parking Group - EW	402
Britannia Parking Group - S	7
Capital Car Park Control - EW	3
Car Park Services - NI	8
Car Parkers Anglia - EW	5
Carflow Ltd - EW	49
Carrpool Ltd - EW	4
City Permits - EW	1
Civil Enforcement - EW	834
Civil Enforcement - NI	8
Civil Enforcement - S	38
Close Unit Protection - EW	4
Corporate Services - EW	23
CP Plus - EW	216
CP Plus - S	8
CP Plus - 176 - EW	30
Defence Systems Ltd - EW	89
Elite Parking Management - EW	14
Enterprise Parking Solutions Ltd - EW	57
Enterprise Parking Solutions Ltd - S	8
Euro Car Parks - EW	1,342
Euro Car Parks - NI	3
Euro Car Parks - S	71
First Parking - EW	124

Appeals withdrawn (not contested) by operator

Operator	Total
Future Parking - EW	3
Gallan Parking - EW	9
Gemini Parking Solutions London Ltd - EW	254
Hamilton Facilities Management Services - EW	4
Highview Parking - EW	154
Highview Parking Limited - EW	1
Highview Parking - S	4
Horizon Parking Ltd - NI	1
Horizon Parking Ltd - EW	773
Horizon Parking Ltd - S	16
Initial Parking Ltd - EW	269
Ipserv Limited - EW	68
JD Parking Consultants - EW	8
LCP Parking Services - EW	7
Local Parking Security - EW	18
MET Parking Services - EW	387
Minster Baywatch - EW	88
MJB Security Services Ltd - EW	9
Napier Parking - EW	1
NCP - EW	784
NCP - S	2
NCP - S	4
NCP (EUK_ Ltd - EW	76
NCP ANPY Rail - EW	728
NCP Limited - S	15
NCP Ltd - EW	63
Northwest Parking Management Ltd - EW	36
NSGL - EW	15
NSL Limited - EW	3
NSL Ltd - EW	4
Observices Parking Consultancy - EW	5
OCS Group - EW	3
OKS empire Ltd (t/as Local Car Park Management) - EW	5
One Parking Solution Ltd - EW	350

Appeals withdrawn (not contested) by operator

Operator	Total
P4 Parking (UK) Ltd - EW	194
P4 Parking (UK) Ltd - S	13
Parking and Security Solutions Ltd - EW	1
Parking Charge Limited - EW	55
Parking Control Solutions - EW	25
Parking Enforcement & Security Services - EW	104
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	3,045
Parking Eye Ltd including Car Parking Partnership (CPP) - NI	2
Parking Eye Ltd including Car Parking Partnership (CPP) - S	73
Parking Solutions 24 - EW	12
Parking Ticketing - NI	1
Parking Ticketing 596 - EW	31
Parkmaven - S	7
ParkMaven Limited - EW	47
Premier Park - EW	542
Premier Park - S	1
Prime Parking - EW	2
Private Parking Management - EW	16
Private Parking Solution (London) - EW	67
Q-Park - EW	6
Saba Park Solutions UK Ltd and Saba Park Services UK Ltd (previously Indigo) - EW	43
Saba Park Solutions UK Ltd and Saba Park Services UK Ltd (previously Indigo) - S	7
Secure Parking Solutions Ltd - EW	14
Secure-a-space - EW	19
Shield Security Services - EW	2
Smart Parking - EW	1,434
Smart Parking - NI	65
Smart Parking - S	66
Spring Parking - EW	71
SR Security Services - EW	1
Total Car Parks - EW	6
Total Parking Solutions - EW	177
UK Parking Control Ltd - EW	639
UK Parking Control Ltd - S	24

Appeals withdrawn (not contested) by operator

Operator	Total
VARS Technology Limited - EW	6
Vehicle Control Solutions - EW	40
Wing Parking - EW	9
WY Parking Enforcement - EW	16
Total	14,941

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