

Parking on Private Land Appeals

Annual Report 2020 | Appendix II

- Appeals Data



Operators not contesting appeals

In previous annual reports we have expressed some concern about the high numbers of appeals that were not contested by parking operators. At one stage, operators were not contesting around 40% of all appeals. This led us to question whether they were dealing with appeals correctly at the first stage.

POPLA does, however, recognise that there are legitimate reasons for operators not to contest appeals. The motorist's framing of the appeal to POPLA may allow them to see some validity that they did not see when the appeal was first made to the operator. Or landholders might ask parking operators to cancel some parking charges as a goodwill gesture.

The rate of non-contested appeals sat at around 25% at the start of the year, in line with the final figure in last year's annual report. It saw a slight dip as the year progressed, and the number of parking charges issued by operators reduced significantly. It started to rise again towards the end of the year, but the level of non-contested appeals has remained below 25% - a level at which we are comfortable.

Month	Total appeals received	Appeals withdrawn (not contested) by parking operator	% of non-contested appeals
Oct 2019	7,508	1,920	25.57%
Nov 2019	7,580	1,847	24.37%
Dec 2019	6,555	1,752	26.73%
Jan 2020	7,389	1,697	22.97%
Feb 2020	6,958	1,443	20.74%
Mar 2020	7,053	1,580	22.40%
Apr 2020	4,504	788	17.50%
May 2020	3,164	480	15.17%
Jun 2020	2,754	491	17.83%
Jul 2020	2,782	569	20.45%
Aug 2020	3,707	983	26.52%
Sep 2020	5,133	1,182	23.03%
Total	65,087	14,732	22.63%

Appeal submissions

Appeals submitted by month

Month	Total
Oct 2019	7,508
Nov 2019	7,580
Dec 2019	6,555
Jan 2020	7,389
Feb 2020	6,958
Mar 2020	7,053
Apr 2020	4,505
May 2020	3,164
Jun 2020	2,754
Jul 2020	2,782
Aug 2020	3,707
Sep 2020	5,133
Total	65,087

Appeals submitted by month and UK country

Month	Eng+Wales	N.Ireland	Scotland	Total
Oct 2019	7,243	58	207	7,508
Nov 2019	7,307	60	213	7,580
Dec 2019	6,286	65	204	6,555
Jan 2020	7,128	58	203	7,389
Feb 2020	6,705	46	207	6,958
Mar 2020	6,799	50	204	7,053
Apr 2020	4,369	33	102	4,505
May 2020	3,053	19	92	3,164
Jun 2020	2,693	23	38	2,754
Jul 2020	2,725	6	51	2,782
Aug 2020	3,610	21	76	3,707
Sep 2020	4,994	30	109	5,133
Total	62,912	469	1,706	65,087

Appeals submitted by operator

Operator	Total
Absolute Parking Management - EW	5
Airedale NHS Foundation Trust - EW	3
Akinika Debt Recovery - EW	1
All Parking Services - EW	57
AM Parking Services - EW	32
Anchor Security Services - EW	587
ANPR Parking Services - EW	17
ANPR PC - EW	1
APCOA Parking - EW	1,137
APCOA Parking - S	4
Atlas Enforcement - EW	1
BaySentry Solutions Ltd - EW	16
Bridge Security - EW	43
Britannia Parking Group - EW	1,765
Britannia Parking Group - S	64
Capital Car Park Control - EW	80
Car Park Services - NI	22
Car Parkers Anglia - EW	5
Carflow Ltd - EW	150
Carrpool Ltd - EW	10
City Permits - EW	49
Civil Enforcement - EW	3,944
Civil Enforcement - NI	66
Civil Enforcement - S	234
Close Unit Protection - EW	173
Cobalt Telephone Technologies - EW	1
Corporate Services - EW	241
CP Plus - EW	901
CP Plus - S	36
CP Plus 176 - EW	127
CPS Enforcement Northern Ltd - EW	1
Dean Clough Ltd - EW	2
Defence Systems Ltd - EW	416
Dorset County Hospital Foundation Trust - EW	2

Appeals submitted by operator

Operator	Total
Elite Management - EW	33
Elite Management - EW	32
Enterprise Parking Solutions Ltd - EW	139
Euro Car Parks - EW	6,653
Euro Car Parks - NI	75
Euro Car Parks - S	251
First Parking - EW	497
First Parking - S	3
Future Parking - EW	42
Gallan Parking - EW	19
Gemini Parking Solutions London Ltd - EW	718
Gemini Parking Solutions London Ltd - S	1
Green Parking Ltd - EW	8
Highview Parking - EW	1,268
Highview Parking - S	13
Horizon Parking Ltd - EW	1,060
Horizon Parking Ltd - NI	1
Horizon Parking Ltd - S	11
Initial Parking Ltd - EW	502
Ipserv Limited - EW	390
JD Parking Consultants - EW	48
Key Parking Solutions Limited - EW	14
Knightshield Security Ltd - EW	1
LCP Parking Services - EW	45
Liberty Services - EW	1
Local Parking Security - EW	417
Local Parking Security - S	1
Lodge Parking Ltd - EW	12
MET Parking Services - EW	1,484
MET Parking Services - S	1
Minster Baywatch - EW	454
MJB Security Services Ltd - EW	11
NCP - EW	1,767
NCP - S	19

Appeals submitted by operator

Operator	Total
NCP (EUK) Ltd - EW	134
NCP ANPR Rail - EW	765
NCP Ltd - EW	785
NForce - EW	5
Northern Parking Services (North East Ltd) - EW	65
Northwest Parking Management Ltd - EW	89
NSGL - EW	137
NSL Ltd - EW	28
Observances Parking Consultancy - EW	87
OCS Group - EW	25
One Parking Solution Ltd - EW	757
Otelo - EW	35
P4 Parking - EW	443
P4 Parking - S	55
Parking & Enforcement Agency - EW	22
Parking & Enforcement Agency - S	11
Parking and Security Solutions Ltd - EW	25
Parking Charge Limited - EW	253
Parking Control Solutions - EW	250
Parking Enforcement & Security Solutions Ltd - EW	73
Parking Eye Ltd incl. Car Parking Partnership (CPP) - EW	20,788
Parking Eye Ltd incl. Car Parking Partnership (CPP) - NI	1
Parking Eye Ltd incl. Car Parking Partnership (CPP) - S	473
Parking Solutions 24 - EW	98
Parking Ticketing 596 - EW	326
Premier Park - EW	2,128
Prime Parking - EW	7
Private Parking Management - EW	15
Private Parking Solution (London) - EW	542
Pro Security (Yorkshire) Ltd - EW	1
Q-Park - EW	9
RCP Parking Ltd - EW	56
Saba (was Indigo Park Services) - EW	116
Saba (was Indigo Park Services) - S	3

Appeals submitted by operator

Operator	Total
Secure Parking Solutions Ltd - EW	78
Secure-a-space - EW	93
Shield Security Services - EW	1
Smart Parking - EW	5,518
Smart Parking - NI	303
Smart Parking - S	415
Spring Parking - EW	411
SR Security Services - EW	47
Total Car Parks - EW	18
Total Parking Solutions - EW	722
UK Parking Control Ltd - EW	2,378
UK Parking Control Ltd - S	112
University of Kent - EW	3
Vehicle Control Solutions - EW	27
Wing Parking - EW	95
Workflow Dynamics - EW	34
WY Parking Enforcement - EW	41
Total	65,087

Appeals decisions

Appeals decided by month

Month	Allowed	Refused	Total
Oct 2019	1,177	4,491	5,668
Nov 2019	1,282	5,072	6,354
Dec 2019	759	3,095	3,854
Jan 2020	921	4,639	5,560
Feb 2020	934	3,737	4,671
Mar 2020	1,052	3,905	4,957
Apr 2020	912	3,651	4,563
May 2020	544	2,018	2,562
Jun 2020	10	34	44
Jul 2020	2	2	4
Aug 2020	302	899	1,201
Sep 2020	1,144	3,208	4,352
Total	9,039	34,751	43,790

Appeals decided by month and UK country

Month	Eng+Wales	N.Ireland	Scotland	Total
Oct 2019	5,450	24	194	5,668
Nov 2019	6,128	40	186	6,354
Dec 2019	3,708	29	117	3,854
Jan 2020	5,313	64	183	5,560
Feb 2020	4,502	36	133	4,671
Mar 2020	4,769	27	161	4,957
Apr 2020	4,378	40	145	4,563
May 2020	2,487	12	63	2,562
Jun 2020	43	-	1	44
Jul 2020	4	-	-	4
Aug 2020	1,162	7	32	1,201
Sep 2020	4,204	12	116	4,352
Total	42,148	311	1,331	43,790

Appeals decided by operator

Operator	Allowed	Refused	Total
ABM Facilities Service UK Ltd - EW	1	-	1
Absolute Parking Management - EW	1	-	1
Airedale NHS Foundation Trust - EW	2	-	2
Akinika Debt Recovery - EW	1	-	1
All Parking Services - EW	9	4	13
AM Parking Services - EW	2	18	20
Anchor Security Services - EW	231	234	465
ANPR Parking Services - EW	2	3	5
ANPR PC - EW	1	-	1
APCOA Parking - EW	54	270	324
APCOA Parking - S	1	-	1
BaySentry Solutions Ltd - EW	4	-	4
Bridge Security - EW	43	-	43
Britannia Parking Group - EW	90	769	859
Britannia Parking Group - S	1	20	21
Capital Car Park Control - EW	19	28	47
Car Park Services - NI	7	7	14
Car Parkers Anglia - EW	2	2	4
Carflow Ltd - EW	22	84	106
Carrpool Ltd - EW	2	4	6
City Permits - EW	8	39	47
Civil Enforcement - EW	648	2,802	3,450
Civil Enforcement - NI	10	42	52
Civil Enforcement - S	21	176	197
Close Unit Protection - EW	66	32	98
Corporate Services - EW	195	5	200
CP Plus - EW	81	427	508
CP Plus - S	4	16	20
CP Plus 176 - EW	35	95	130
Dean Clough Ltd - EW	1	1	2
Defence Systems Ltd - EW	63	285	348
Dorset County Hospital Foundation Trust - EW	1	-	1
Elite Management - EW	76	-	76
Elite Parking Management - EW	23	-	23

Appeals decided by operator

Operator	Allowed	Refused	Total
Enterprise Parking Solutions Ltd - EW	18	57	75
Euro Car Parks - EW	770	3,523	4,293
Euro Car Parks - NI	4	45	49
Euro Car Parks - S	19	149	168
First Parking - EW	27	266	293
First Parking - S	-	1	1
Future Parking - EW	14	17	31
Gallan Parking - EW	2	3	5
Gemini Parking Solutions London Ltd - EW	146	410	556
Green Parking Ltd - EW	5	2	7
Highview Parking - EW	123	715	838
Highview Parking - S	-	13	13
Horizon Parking Ltd - EW	76	389	465
Horizon Parking Ltd - NI	-	1	1
Horizon Parking Ltd - S	3	6	9
Initial Parking Ltd - EW	117	159	276
Ipserv Limited - EW	100	192	292
JD Parking Consultants - EW	7	28	35
Key Parking Solutions Limited - EW	4	6	10
LCP Parking Services - EW	2	34	36
Local Parking Security - EW	160	217	377
Local Parking Security - S	-	2	2
Lodge Parking Security - EW	11	4	15
MET Parking Services - EW	85	929	1,014
MET Parking Services - NI	-	1	1
Minster Baywatch - EW	30	182	212
MJB Security Services Ltd - EW	3	-	3
NCP - EW	55	413	468
NCP - S	2	3	5
NCP (EUK) Ltd - EW	32	6	38
NCP ANPR Rail - EW	68	101	169
NCP Ltd - EW	80	424	504
NForce - EW	2	3	5
Northern Parking Services (North East Ltd) - EW	20	43	63

Appeals decided by operator

Operator	Allowed	Refused	Total
Northwest Parking Management Ltd - EW	8	13	21
NSGL - EW	28	64	92
NSL Ltd - EW	12	12	24
Observices Parking Consultancy - EW	47	19	66
OCS Group - EW	18	14	32
One Parking Solution Ltd - EW	89	388	477
Otelo - EW	9	2	11
P4 Parking - EW	58	154	212
P4 Parking - S	2	39	41
Parking & Enforcement Agency - EW	22	14	36
Parking & Enforcement Agency - S	13	6	19
Parking and Security Solutions Ltd - EW	5	2	7
Parking Charge Limited - EW	102	92	194
Parking Control Solutions - EW	110	111	221
Parking Enforcement & Security Services - EW	2	5	7
Parking Eye Ltd incl. Car Parking Partnerships (CPP) - EW	2,736	12,914	15,650
Parking Eye Ltd incl. Car Parking Partnerships (CPP) - S	64	327	391
Parking Solutions 24 - EW	36	43	79
Parking Ticketing 596 - EW	39	219	258
Premiere Park - EW	105	983	1,088
Private Parking Solution (London) - EW	59	268	327
Pro Security (Yorkshire) Ltd - EW	1	-	1
Q-Park - EW	2	1	3
RCP Parking Ltd - EW	36	43	79
Saba (was Indigo Park Services) - EW	13	17	30
Saba (was Indigo Park Services) - S	1	2	3
Secure Parking Solutions Ltd - EW	13	17	30
Secure-a-space - EW	7	59	66
Shield Security Services - EW	1	-	1
Smart Parking - EW	979	2,823	3,802
Smart Parking - NI	38	156	194
Smart Parking - S	64	261	325
Spring Parking - EW	96	143	239
SR Security Services - EW	19	20	39

Appeals decided by operator

Operator	Allowed	Refused	Total
Total Car Parks - EW	9	2	11
Total Parking Solutions - EW	94	356	450
UK Parking Control Ltd - EW	343	1,283	1,626
UK Parking Control Ltd - S	24	91	115
University of Kent - EW	1	2	3
Wing Parking - EW	6	42	48
Workflow Dynamics - EW	11	26	37
WY Parking Enforcement - EW	5	11	5
Total	9,039	34,751	43,790

Mitigation cases

Mitigation cases referred

Month	Total
Oct 2019	158
Nov 2019	144
Dec 2019	94
Jan 2020	98
Feb 2020	82
Mar 2020	117
Apr 2020	25
May 2020	28
Jun 2020	11
Jul 2020	14
Aug 2020	15
Sep 2020	9
Total	795

Parking charge cancelled after referral

Month	Total
Oct 2019	62
Nov 2019	70
Dec 2019	39
Jan 2020	36
Feb 2020	57
Mar 2020	88
Apr 2020	18
May 2020	18
Jun 2020	10
Jul 2020	12
Aug 2020	13
Sep 2020	9
Total	432

Appeals withdrawn (not contested)

Appeals withdrawn (not contested) by month and withdrawn party

Month	Motorist	Operator	Total
Oct 2019	285	1,920	2,205
Nov 2019	263	1,847	2,110
Dec 2019	267	1,752	2,019
Jan 2020	264	1,697	1,961
Feb 2020	242	1,443	1,685
Mar 2020	251	1,580	1,831
Apr 2020	153	788	941
May 2020	109	480	589
Jun 2020	90	491	581
Jul 2020	73	569	642
Aug 2020	172	983	1,155
Sep 2020	217	1,182	1,399
Total	2,386	14,732	17,118

Appeals withdrawn (not contested) by month and UK country

Month	Eng+Wales	N.Ireland	Scotland	Total
Oct 2019	2,136	23	46	2,205
Nov 2019	2,041	13	56	2,110
Dec 2019	1,957	14	48	2,019
Jan 2020	1,906	18	37	1,961
Feb 2020	1,622	14	49	1,685
Mar 2020	1,780	9	42	1,831
Apr 2020	910	10	21	941
May 2020	562	5	22	589
Jun 2020	568	2	11	581
Jul 2020	634	1	7	642
Aug 2020	1,131	3	21	1,155
Sep 2020	1,365	6	28	1,399
Total	16,612	118	388	17,118

Appeals withdrawn (not contested) by operator

Operator	Total
Absolute Parking Management - EW	4
Airedale NHS Foundation Trust - EW	2
All Parking Services - EW	41
AM Parking Services - EW	4
Anchor Security Services - EW	42
ANPR Parking Services - EW	10
APCOA Parking - EW	860
APCOA Parking - S	3
Atlas Enforcement - EW	1
BaySentry Solutions Ltd - EW	11
Britannia Parking Group - EW	785
Britannia Parking Group - S	33
Capital Car Park Control - EW	9
Carflow Ltd - EW	21
Carrpool Ltd - EW	5
City Permits - EW	6
Civil Enforcement - EW	665
Civil Enforcement - NI	16
Civil Enforcement - S	31
Close Unit Protection - EW	23
Cobalt Telephone Technologies - EW	1
Corporate Services - EW	34
CP Plus - EW	210
CP Plus - S	7
CP Plus 176 - EW	17
Defence Systems Ltd - EW	49
Elite Parking Management - EW	4
Enterprise Parking Solutions Ltd - EW	48
Euro Car Parks - EW	1,670
Euro Car Parks - NI	17
Euro Car Parks - S	76
First Parking - EW	218
First Parking - S	2
Gallan Parking - EW	8

Appeals withdrawn (not contested) by operator

Operator	Total
Gemini Parking Solutions London Ltd - EW	133
Green Parking Ltd - EW	1
Highview Parking - EW	304
Highview Parking - S	3
Horizon Parking Ltd - EW	498
Horizon Parking Ltd - S	7
Initial Parking Ltd - EW	78
Ipserv Limited - EW	87
JD Parking Consultants - EW	13
Key Parking Solutions Ltd - EW	2
LCP Parking Services - EW	12
Local Parking Security - EW	32
MET Parking Services - EW	460
Minster Baywatch - EW	109
NCP - EW	1,252
NCP - S	14
NCP (EUP) Ltd - EW	96
NCP ANPR Rail - EW	404
NCP Ltd - EW	375
NForce - EW	1
Northern Parking Services (North East Ltd) - EW	16
Northwest Parking Management Ltd - EW	49
NSL - EW	27
NSL Ltd - EW	3
Observices Parking Consultancy - EW	15
OCS Group - EW	6
One Parking Solution Ltd - EW	267
Otelo - EW	21
P4 Parking - EW	198
P4 Parking - S	17
Parking & Enforcement Agency - EW	11
Parking & Enforcement Agency - S	4
Parking and Security Solutions Ltd - EW	21
Parking Charge Limited - EW	46

Appeals withdrawn (not contested) by operator

Operator	Total
Parking Control Solutions - EW	24
Parking Enforcement & Security Services - EW	45
Parking Eye Ltd including Car Parking Partners (CPP) - EW	4,131
Parking Eye Ltd including Car Parking Partners (CPP) - NI	1
Parking Eye Ltd including Car Parking Partners (CPP) - S	84
Parking Solutions 24 - EW	27
Parking Ticketing 596 - EW	68
Premier Park - EW	784
Prime Parking - EW	7
Private Parking Management - EW	15
Private Parking Solution (London) - EW	58
Q-Park - EW	6
RCP Parking Ltd - EW	8
Saba (was Indigo Park Services) - EW	83
Saba (was Indigo Park Services) - S	2
Secure Parking Solutions Ltd - EW	6
Secure-a-space - EW	9
Smart Parking - EW	1,073
Smart Parking - NI	79
Smart Parking - S	85
Spring Parking - EW	69
SR Security Services - EW	3
Total Parking Solutions - EW	191
UK Parking Control Ltd - EW	629
UK Parking Control Ltd - S	20
Vehicle Control Solutions - EW	33
Wing Parking - EW	37
Workflow Dynamics - EW	2
WY Parking Enforcement - EW	19
Total	17,118

