



POPLA

Parking on Private Land Appeals

2023

ANNUAL REPORT

PARKING ON PRIVATE LAND APPEALS (POPLA)
APPENDIX 01 & 02



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Website

www.popla.co.uk

Telephone

03301 596 126

[LINK BACK TO ANNUAL REPORT 2023](#)

APPENDIX 01 - OPERATIONAL SET UP AND PERFORMANCE FOR THE YEAR ENDED 31 DECEMBER 2023

OPERATIONAL SET UP AND PERFORMANCE

APPEAL DECISIONS

POPLA has a KPI requiring most decisions to be 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 2022 to 30 September 2023, POPLA assessors issued 66,341 appeal decisions. 43,549 were issued within our KPI requirements which equates to 65.64% of our total output.

CALLS

Between 1 October 2022 and 30 September 2023, POPLA handled 15,907 inbound calls – answering 98% within 30 seconds.

QUALITY FOCUS

We work with a mindset of continuous improvement. Supporting this is the feedback we receive via our quality and complaints process and from our key stakeholders: the parking operators, motorists, and the BPA.

As we identify areas for improvement, we deliver training and guidance across our parking community to support consistent decision making. This year we've had programmes focussed on dealing with mitigation, consistent understanding of appeal reasons, appeals about not seeing signage in the dark and appeals from site administrators in Scotland and Northern Ireland.

EMPATHY WORK

POPLA decision outcomes are based on facts and law, but most motorists appeal in human terms. If we don't recognise the human side of the parking story, it can leave motorists feeling frustrated and unheard, regardless of outcome.

Demonstrating empathy has been a key focus for us over the past 12 months. Every assessor has had empathy training and we've changed our written report style to ensure we acknowledge the human side of the appeal.

CUSTOMER FEEDBACK

From 1 October 2022 to 30 September 2023, we received more than 19,000 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. Secondly, after they have received their decision.

At both points, motorists can free type any comments on their experience. We constantly review this feedback and use it to drive improvements in systems, processes, and decision-making.

APPENDIX 02 - APPEALS DATA

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS DATA

SUBMITTED APPEALS BY MONTH

MONTH COMMENCING	VOLUME
01/10/2022	8,869
01/11/2022	8,397
01/12/2022	6,864
01/01/2023	7,657
01/02/2023	7,010
01/03/2023	7,947
01/04/2023	6,433
01/05/2023	6,793
01/06/2023	7,529
01/07/2023	8,241
01/08/2023	8,809
01/09/2023	8,536
GRAND TOTAL	93,085

SUBMITTED APPEALS BY MONTH

MONTH COMMENCING	ENGLAND/ WALES	NORTHERN IRELAND	SCOTLAND	GRAND TOTAL
01/10/2022	8518	53	298	8,869
01/11/2022	8027	73	297	8,397
01/12/2022	6607	51	206	6,864
01/01/2023	7385	46	226	7,657
01/02/2023	6675	70	265	7,010
01/03/2023	7601	69	277	7,947
01/04/2023	6126	41	266	6,433
01/05/2023	6521	63	209	6,793
01/06/2023	7199	56	274	7,529
01/07/2023	7910	61	270	8,241
01/08/2023	8432	67	310	8,809
01/09/2023	8197	70	269	8,536
GRAND TOTAL	89198	720	3,167	93,085

SUBMITTED APPEALS BY OPERATOR

COMPANY	VOLUME
UK Parking Control Limited - S	84
Zgether Support Solutions Ltd	1

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

SUBMITTED APPEALS BY OPERATOR CONTINUED

COMPANY	VOLUME
AGH Solutions Ltd - EW	5
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025	4
All Parking Services - EW	87
AM Parking Services - EW	29
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	701
ANPR Parking Services - EW	13
ANPR Payment Recovery Ltd - EW	13
APCOA Heathrow TDOC	1,447
APCOA Parking - EW	2,611
APCOA Parking - NI	44
APCOA Parking - S	6
Atlas Enforcement Limited - EW	1
BaySentry Solutions Ltd - EW	777
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	17
Britannia Parking Group - EW	1,409
Britannia Parking Group - S	27
Capital Car Park Control - EW	211
Car Park Services - NI	22
Car Parkers Anglia - EW	12
Carflow Ltd - EW	244
Carrpool Ltd - EW	2
City Parking Enforcement Limited - EW	17
City Permits - EW	30
Civil Enforcement - EW	6,565
Civil Enforcement - NI	41
Civil Enforcement - S	268
Close Unit Protection - EW	181
Corporate Services - EW	147
CP Plus - EW	2,212
CP Plus - NI	3
CP Plus - S	73
CP Plus 176 - EW	423
Digital Parking Enforcement Ltd - EW	1
EF International Parking Services Ltd	10

APPENDIX 02 - APPEALS DATA CONTINUED FOR THE YEAR ENDED 31 DECEMBER 2023

SUBMITTED APPEALS BY OPERATOR CONTINUED

COMPANY	VOLUME
Elite Parking Management - EW	93
Eternity Fire and Security	365
Euro Car Parks - EW	11,790
Euro Car Parks - NI	83
Euro Car Parks - S	517
First Parking - EW	328
First Parking - S	25
Fisc Parking Solutions	25
Future Parking - EW	48
GBP Management Ltd - EW	35
Gemini Parking Solutions London Ltd - EW	337
Gemini Parking Solutions London Ltd - S	8
Good Value Parking Ltd	62
Green Parking Ltd - EW	11
Highview Parking - EW	905
Highview Parking - S	12
Horizon Parking Ltd - EW	3,172
Horizon Parking Ltd - NI	3
Horizon Parking Ltd - S	173
Initial Parking Ltd - EW	1,315
Ipserv Limited - EW	172
JD Parking Consultants - EW	43
Key Parking Ltd	13
LCP Parking Services - EW	36
LCPM Ltd	7
LDK Security Group - EW	28
Local Parking Management - EW	27
Local Parking Security - EW	242
Lodge Parking Ltd - EW	12
MET Parking Services - EW	1,457
MET Parking Services - S	3
Minster Baywatch - EW	1,138
MJB FACILITIES MANAGEMENT LTD - EW	33
MK1 Parking Ltd	2
NCP - EW	1,317
NCP - S	17

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

SUBMITTED APPEALS BY OPERATOR CONTINUED

COMPANY	VOLUME
NCP (EUK) Ltd - EW	70
NCP ANPR Rail - EW	1,288
NCP Limited - Gatwick Airport	241
Northwest Parking Management Ltd - EW	58
NSGL - EW	89
NSL Limited - EW	153
NSL Ltd - EW	38
Observances Parking Consultancy - EW	50
OCS Group - EW	17
OKS empire Ltd T/A Local Car Park Management - EW	1
One Parking Solution Ltd - EW	1,334
Otele - Sco	1
P4 Parking (UK) Ltd - EW	381
P4 Parking (UK) Ltd - S	73
Park & Control (UK) Ltd - EW	36
Park to Pay	1
Park Zone Limited - EW	15
Parking and Security Solutions Ltd - EW	5
Parking Charge Limited - EW	81
Parking Control Solutions - EW	111
Parking Enforcement & Security Services - EW	255
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	24,669
Parking Eye Ltd including Car Parking Partnership (CPP) - NI	2
Parking Eye Ltd including Car Parking Partnership (CPP) - S	1,143
Parking Group Limited - EW	122
Parking Solutions 24 - EW	107
Parkingeye Ltd including Car Parking Partnership (CPP) - EW +1	196
Parkmaven - S	31
ParkMaven Limited - EW	1,112
ParkMaven NI	71
Premier Park - EW	3,152
Premier Park - S	91
Private Parking Management - EW	13
Private Parking Solution (London) - EW	994
Q-Park - EW	39
RCP Parking Limited - Parent Organisation - EW	114

APPENDIX 2 - APPEALS DATA CONTINUED FOR THE YEAR ENDED 31 DECEMBER 2023

SUBMITTED APPEALS BY OPERATOR CONTINUED

COMPANY	VOLUME
Retail Park Limited	16
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	216
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	11
Secure Parking Solutions Ltd - EW	348
Secure-a-space - EW	117
Select Parking Ltd - EW	6
Shield Security Services - EW	1
Smart Parking - EW	8,055
Smart Parking - NI	451
Smart Parking - S	600
Spring Parking - EW	250
SR Security Services - EW	1
Total Car Parks - EW	199
Total Parking Solutions - EW	631
UK Parking Administration	261
UK Parking Control Limited - EW	3,659
UK Parking Control Ltd - EW	101
UK Parking Control Ltd - S	4
UKPS (Northwest) LTD	2
University of Kent - EW	5
VARS Technology Limited - EW	61
Vehicle Control Solutions t/a Flashpark Ltd - EW	40
Workflow Dynamics - EW	304
GRAND TOTAL	93,085

APPEALS DECIDED BY OPERATOR

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
UK Parking Control Limited - S	6	30	36
AGH Solutions Ltd - EW	3	2	5
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025	2	1	3
All Parking Services - EW	13	45	58
AM Parking Services - EW	4	22	26

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS DECIDED BY OPERATOR CONTINUED

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	170	405	575
ANPR Parking Services - EW	-	2	2
ANPR Payment Recovery Ltd - EW	4	9	13
APCOA Heathrow TDOC	534	792	1,326
APCOA Parking - EW	190	979	1,169
APCOA Parking - NI	1	13	14
APCOA Parking - S	1	1	2
BaySentry Solutions Ltd - EW	168	338	506
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	16	1	17
Britannia Parking Group - EW	111	884	995
Britannia Parking Group - S	-	11	11
Capital Car Park Control - EW	69	119	188
Car Park Services - NI	4	14	18
Car Parkers Anglia - EW	4	7	11
Carflow Ltd - EW	18	178	196
City Parking Enforcement Limited - EW	9	9	18
City Permits - EW	11	18	29
Civil Enforcement - EW	823	4,978	5,801
Civil Enforcement - NI	5	35	40
Civil Enforcement - S	37	246	283
Close Unit Protection - EW	55	82	137
Corporate Services - EW	20	100	120
CP Plus - EW	210	1,320	1,530
CP Plus - NI	-	1	1
CP Plus - S	7	39	46
CP Plus 176 - EW	70	229	299
Digital Parking Enforcement Ltd - EW	1	-	1
EF International Parking Services Ltd	7	1	8
Elite Parking Management - EW	36	44	80
Eternity Fire and Security	147	152	299
Euro Car Parks - EW	1,158	5,820	6,978
Euro Car Parks - NI	10	56	66
Euro Car Parks - S	39	272	311

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS DECIDED BY OPERATOR CONTINUED

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
First Parking - EW	55	184	239
First Parking - S	4	14	18
Fisc Parking Solutions	3	11	14
Future Parking - EW	26	16	42
GBP Management Ltd - EW	2	20	22
Gemini Parking Solutions London Ltd - EW	25	145	170
Gemini Parking Solutions London Ltd - S	-	4	4
Good Value Parking Ltd	13	33	46
Green Parking Ltd - EW	10	-	10
Highview Parking - EW	77	543	620
Highview Parking- S	-	7	7
Horizon Parking Ltd - EW	333	1,724	2,057
Horizon Parking Ltd - NI	-	3	3
Horizon Parking Ltd - S	16	91	107
Initial Parking Ltd - EW	116	911	1,027
Ipserv Limited - EW	33	132	165
JD Parking Consultants - EW	2	13	15
Key Parking Ltd	1	7	8
LCP Parking Services - EW	1	30	31
LCPM Ltd	1	-	1
LDK Security Group - EW	13	9	22
Local Parking Management - EW	2	5	7
Local Parking Security - EW	44	148	192
Lodge Parking Ltd - EW	12	-	12
MET Parking Services - EW	72	894	966
MET Parking Services - S	-	3	3
Minster Baywatch - EW	250	720	970
MJB FACILITIES MANAGEMENT LTD - EW	12	21	33
NCP - EW	122	470	592
NCP - S	3	9	12
NCP (EUK) Ltd - EW	21	14	35
NCP ANPR Rail - EW	486	352	838
NCP Limited - Gatwick Airport	68	44	112
Northwest Parking Management Ltd - EW	4	20	24
NSGL - EW	34	58	92

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS DECIDED BY OPERATOR CONTINUED

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
NSL Limited - EW	38	95	133
NSL Ltd - EW	19	15	34
Observances Parking Consultancy - EW	16	25	41
OCS Group - EW	1	7	8
One Parking Solution Ltd - EW	122	790	912
P4 Parking (UK) Ltd - EW	95	153	248
P4 Parking (UK) Ltd - S	17	33	50
Park & Control (UK) Ltd - EW	2	2	4
Park to Pay	-	1	1
Park Zone Limited - EW	10	-	10
Parking and Security Solutions Ltd - EW	4	-	4
Parking Charge Limited - EW	30	31	61
Parking Control Solutions - EW	26	74	100
Parking Enforcement & Security Services - EW	16	118	134
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	4,001	15,675	19,676
Parking Eye Ltd including Car Parking Partnership (CPP) - S	299	719	1,018
Parking Group Limited - EW	54	40	94
Parking Solutions 24 - EW	17	61	78
Parking Ticketing 596 - EW	-	2	2
Parkingeye Ltd including Car Parking Partnership (CPP) - EW +1	25	130	155
Parkmaven - S	15	1	16
ParkMaven Limited - EW	231	107	338
ParkMaven NI	40	1	41
Premier Park - EW	217	2,171	2,388
Premier Park - S	7	56	63
Private Parking Management - EW	6	-	6
Private Parking Solution (London) - EW	159	677	836
Q-Park - EW	8	10	18
RCP Parking Limited - Parent Organisation - EW	67	33	100
Retail Park Limited	-	5	5
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	16	65	81

APPENDIX 02 - APPEALS DATA CONTINUED FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS DECIDED BY OPERATOR CONTINUED

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	1	5	6
Secure Parking Solutions Ltd - EW	46	245	291
Secure-a-space - EW	10	53	63
Select Parking Ltd - EW	6	-	6
Smart Parking - EW	2,664	3,476	6,140
Smart Parking - NI	118	237	355
Smart Parking - S	141	301	442
Spring Parking - EW	41	165	206
Total Car Parks - EW	18	170	188
Total Parking Solutions - EW	83	400	483
UK Parking Administration	39	8	47
UK Parking Control Limited - EW	129	1,145	1,274
UK Parking Control Ltd - EW	21	108	129
UK Parking Control Ltd - S	2	7	9
UKPS (Northwest) LTD	1	-	1
University of Kent - EW	3	2	5
VARS Technology Limited - EW	10	42	52
Workflow Dynamics - EW	125	130	255
GRAND TOTAL	14,840	51,501	66,341

APPEALS NOT CONTESTED BY MONTH

MC	APPELLANT	OPERATOR	GRAND TOTAL
01/10/2022	383	2,127	2,510
01/11/2022	397	2,020	2,417
01/12/2022	276	1,928	2,204
01/01/2023	283	1,776	2,059
01/02/2023	310	1,940	2,250
01/03/2023	340	1,883	2,223
01/04/2023	255	1,431	1,686
01/05/2023	288	1,501	1,789
01/06/2023	317	1,519	1,836
01/07/2023	286	1,812	2,098
01/08/2023	363	2,215	2,578

APPENDIX 02 - APPEALS DATA CONTINUED FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS NOT CONTESTED BY MONTH CONTINUED

MONTH COMMENCING	APPELLANT	OPERATOR	GRAND TOTAL
01/09/2023	348	2,133	2,481
GRAND TOTAL	3,846	22,285	26,131

APPEALS NOT CONTESTED BY OPERATOR

COMPANY	VOLUME
UK Parking Control Limited - S	34
2gether Support Solutions Ltd	1
AGH Solutions Ltd - EW	1
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025	1
All Parking Services - EW	23
AM Parking Services - EW	5
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	81
ANPR Parking Services - EW	12
ANPR Payment Recovery Ltd - EW	1
APCOA Heathrow TDOC	634
APCOA Parking - EW	1,353
APCOA Parking - NI	31
APCOA Parking - S	4
Atlas Enforcement Limited - EW	1
BaySentry Solutions Ltd - EW	243
Britannia Parking Group - S	14
Capital Car Park Control - EW	4
Car Park Services - NI	7
Car Parkers Anglia - EW	1
Carflow Ltd - EW	46
Carrpool Ltd - EW	1
Civil Enforcement - EW	963
Civil Enforcement - NI	8
Civil Enforcement - S	18
Close Unit Protection - EW	46
Corporate Services - EW	28
CP Plus - EW	519
CP Plus - NI	1
CP Plus - S	13
CP Plus 176 - EW	116

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS NOT CONTESTED BY OPERATOR CONTINUED

COMPANY	VOLUME
EF International Parking Services Ltd	1
Elite Parking Management - EW	17
Eternity Fire and Security	41
Euro Car Parks - EW	3,876
Euro Car Parks - NI	18
Euro Car Parks - S	175
First Parking - EW	85
First Parking - S	6
Fisc Parking Solutions	6
Future Parking - EW	3
GBP Management Ltd - EW	9
Gemini Parking Solutions London Ltd - EW	250
Gemini Parking Solutions London Ltd - S	4
Good Value Parking Ltd	10
Green Parking Ltd - EW	2
Highview Parking - EW	216
Highview Parking - S	3
Horizon Parking Ltd - EW	1,032
Horizon Parking Ltd - S	57
Initial Parking Ltd - EW	259
Ipserv Limited - EW	28
JD Parking Consultants - EW	27
Key Parking Ltd	2
LCP Parking Services - EW	3
LDK Security Group - EW	4
Local Parking Management - EW	21
Local Parking Security - EW	42
MET Parking Services - EW	523
Minster Baywatch - EW	144
MJB FACILITIES MANAGEMENT LTD - EW	4
NCP - EW	667
NCP - S	6
NCP (EUK) Ltd - EW	41
NCP ANPR Rail - EW	522
NCP Limited - Gatwick Airport	127
Northwest Parking Management Ltd - EW	34

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS NOT CONTESTED BY OPERATOR CONTINUED

COMPANY	VOLUME
NSGL - EW	10
NSL Limited - EW	12
NSL Ltd - EW	8
Observances Parking Consultancy - EW	11
OCS Group - EW	9
OKS empire Ltd T/A Local Car Park Management - EW	1
One Parking Solution Ltd - EW	429
Otele - Sco	1
P4 Parking (UK) Ltd - EW	124
P4 Parking (UK) Ltd - S	21
Park & Control (UK) Ltd - EW	34
Park Zone Limited - EW	3
Parking and Security Solutions Ltd - EW	3
Parking Charge Limited - EW	34
Parking Control Solutions - EW	20
Parking Enforcement & Security Services - EW	112
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	5,227
Parking Eye Ltd including Car Parking Partnership (CPP) - NI	2
Parking Eye Ltd including Car Parking Partnership (CPP) - S	183
Parking Group Limited - EW	18
Parking Solutions 24 - EW	29
Parkingeye Ltd including Car Parking Partnership (CPP) - EW +1	57
Parkmaven - S	9
ParkMaven Limited - EW	623
ParkMaven NI	21
Premier Park - EW	749
Premier Park - S	31
Private Parking Management - EW	6
Private Parking Solution (London) - EW	185
Q-Park - EW	12
RCP Parking Limited - Parent Organisation - EW	22
Retail Park Limited	4
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	123
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	6

APPENDIX 02 - APPEALS DATA CONTINUED

FOR THE YEAR ENDED 31 DECEMBER 2023

APPEALS NOT CONTESTED BY OPERATOR CONTINUED

COMPANY	VOLUME
Secure Parking Solutions Ltd - EW	44
Secure-a-space - EW	57
Shield Security Services - EW	1
Smart Parking - EW	2,015
Smart Parking - NI	104
Smart Parking - S	151
Spring Parking - EW	38
Total Car Parks - EW	19
Total Parking Solutions - EW	182
UK Parking Administration	207
UK Parking Control Limited - EW	2,103
UK Parking Control Ltd - EW	80
UK Parking Control Ltd - S	3
UKPS (Northwest) LTD	1
VARS Technology Limited - EW	5
Vehicle Control Solutions t/a Flashpark Ltd - EW	53
Workflow Dynamics - EW	53
GRAND TOTAL	26,131

POPLA

Parking on Private Land Appeals