



POPLA

Parking on Private Land Appeals

ANNUAL REPORT

2024

PARKING ON PRIVATE LAND APPEALS

APPENDIX 01 & 02

 Your location is:

You must have either a pay and display ticket visible in the windscreen of the vehicle, or a parking disc for the vehicle. Your vehicle must be wholly within the markings of a parking bay.



Save time
with your phone

Use the app to start and stop your parking

CONDITIONS OF USE

Valid ticket must be clearly displayed in windscreen
Vehicles must be parked wholly within marked parking bay
Vehicles must not overstay valid parking time

Contactless Payment
Add time
Press
Validate
Take ticket
Chip & PIN Payment
Insert Card
Add time
Confirm
Enter PIN
Validate
Take ticket
No Change Given
Over Payment Accepted
No Extra Time Allowed
Maximum 25 coins
Insert Coins
Confirm
Take ticket

13:08

Winter pricing until end of March
See sign for details

>>> 













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Website
www.popla.co.uk

Telephone
03301 596 126

OPERATIONAL SETUP AND PERFORMANCE

Appeal Decisions

POPLA has a key performance indicator (KPI) requiring decisions to be issued within 55 days of the 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 2023 to 30 September 2024, 92% of the 64,808 appeals handled by POPLA had a decision issued within our KPI requirements.

Calls

For the period up to 30 September 2024, POPLA handled 17,011 inbound calls. Of these, 96% were answered within 30 seconds.

Appeals Charter

The introduction of the Appeals Charter in the British Parking Association (BPA) and International Parking Community (IPC) Code of Practice meant a change to our handling of appeals. In addition to deciding whether parking charges were valid, we would be required to assess whether parking operators had handled appeals in line with the new expectations.

Throughout the period in question, we were preparing for this change. We worked across the organisation to digest the new Code of Practice and began to develop our decision-making principles based on the new standards. This was developed into a robust training and quality framework to ensure that Assessors are well positioned to make accurate and meaningful decisions following its introduction.

Consumer Feedback

During the period, 17,778 motorists responded to our satisfaction surveys, each providing valuable feedback on our process. This feedback gives us the opportunity to continually develop and improve our ways of workings.

Motorists frequently reference the simplicity and efficiency of submitting appeals with us, the usefulness of updates throughout the process and the clarity of our decisions.

A small number of motorists who are less confident with digital channels have shared feedback about the challenges of a predominantly online process. While we offer accessible alternatives to our service, this feedback has reinforced our commitment to continuously improving the usability of our online system, making it easier to navigate for all users and enhancing our overall reach and impact across the industry.



APPEALS DATA FOR THE PERIOD 1 OCTOBER 2023 TO 30 SEPTEMBER 2024

APPEALS DATA

SUBMITTED APPEALS BY MONTH

MONTH COMMENCING	VOLUME
01/10/2023	8693
01/11/2023	8606
01/12/2023	7298
01/01/2024	8797
01/02/2024	7668
01/03/2024	7742
01/04/2024	7787
01/05/2024	7826
01/06/2024	7974
01/07/2024	8611
01/08/2024	8435
01/09/2024	8673
GRAND TOTAL	98110

SUBMITTED APPEALS BY REGION

MONTH COMMENCING	ENGLAND/ WALES	NORTHERN IRELAND	SCOTLAND	GRAND TOTAL
01/10/2023	8369	65	259	8693
01/11/2023	8254	77	275	8606
01/12/2023	6999	96	203	7298
01/01/2024	8434	112	251	8797
01/02/2024	7336	76	256	7668
01/03/2024	7451	41	250	7742
01/04/2024	7484	68	235	7787
01/05/2024	7521	63	242	7826
01/06/2024	7666	50	258	7974
01/07/2024	8289	47	275	8611
01/08/2024	8055	54	326	8435
01/09/2024	8291	67	315	8673
GRAND TOTAL	94149	816	3145	98110

SUBMITTED APPEALS BY OPERATOR

COMPANY	VOLUME
UK Parking Control Limited - S	178
2gether Support Solutions Ltd	2
AGH Solutions Ltd - EW	19
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025	1
All Parking Services - EW	136
AM Parking Services - EW	13
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	743
ANPR 365 Ltd	29
ANPR Parking Services - EW	11
ANPR Payment Recovery Ltd - EW	9
APCOA Heathrow TDOC	247
APCOA Parking - EW	3362
APCOA Parking - NI	35
APCOA Parking - S	21
Atlas Enforcement - EW	3
Azure Parking	72
BaySentry Solutions Ltd - EW	1151
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	68
Britannia Parking Group - EW	1435
Britannia Parking Group - NI	1
Britannia Parking Group - S	62
Capital Car Park Control - EW	299
Car Park Services - NI	18
Car Parkers Anglia - EW	70
Carflow Ltd - EW	172
Carrpool Ltd - EW	9
City Parking Enforcement Limited - EW	1
City Permits - EW	45
Civil Enforcement - EW	7125
Civil Enforcement - NI	33
Civil Enforcement - S	277
Civil Parking Office Ltd	1
Close Unit Protection - EW	263
Corporate Services - EW	165
CP Plus - EW	2878
CP Plus - NI	8
CP Plus - S	134
CP Plus 176 - EW	485
EF International Parking Services Ltd	6
Elite Parking Management - EW	162
Eternity Fire and Security	225
Euro Car Parks - EW	14362
Euro Car Parks - NI	103
Euro Car Parks - S	495

APPEALS DATA

SUBMITTED APPEALS BY OPERATOR (CONTINUED)

COMPANY	VOLUME
Euro Parking Collections - EW	25
First Parking - EW	362
First Parking - S	25
Fisc Parking Solutions	35
Future Parking - EW	52
GBP Management Ltd - EW	43
Good Value Parking Ltd	68
Green Parking Ltd - EW	29
Highview Parking - EW	514
Highview Parking- S	5
Horizon Parking Limited - NI	3
Horizon Parking Ltd - EW	3239
Horizon Parking Ltd - NI	4
Horizon Parking Ltd - S	162
Initial Parking Ltd - EW	1524
Ipserv Limited - EW	110
JD Parking Consultants - EW	40
Key Parking Ltd	13
LCP Parking Services - EW	9
LCPM Ltd	102
LDK Security Group - EW	162
Local Parking Management - EW	36
Local Parking Security - EW	229
Lodge Parking Ltd - EW	12
MET Parking Services - EW	2452
MET Parking Services - S	1
Minster Baywatch - EW	939
MJB FACILITIES MANAGEMENT LTD - EW	44
MK1 Parking Ltd	68
NCP - EW	1567
NCP - S	8
NCP (EUK) Ltd - EW	79
NCP ANPR Rail - EW	792
NCP Limited - Gatwick Airport	779
Northwest Parking Management Ltd - EW	46
NSGL - EW	107
NSL Limited - EW	120
NSL Ltd - EW	32
Observices Parking Consultancy - EW	71
OCS Group - EW	26
One Parking Solution Ltd - EW	841
P4 Parking (UK) Ltd - EW	384

APPEALS DATA

SUBMITTED APPEALS BY OPERATOR (CONTINUED)

COMPANY	VOLUME
P4 Parking (UK) Ltd - S	86
Park Zone	24
Park Zone Limited - EW	18
Parking Charge Limited - EW	20
Parking Control Solutions - EW	97
Parking Enforcement & Security Services - EW	268
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	21853
Parking Eye Ltd including Car Parking Partnership (CPP) - NI	6
Parking Eye Ltd including Car Parking Partnership (CPP) - S	803
Parking Group Limited - EW	208
Parking Solutions 24 - EW	111
Parkingeye Ltd including Car Parking Partnership (CPP) - EW	164
Parkmaven - S	27
ParkMaven Limited - EW	1792
ParkMaven NI	88
Premier Park - EW	3754
Premier Park - S	15
Private Parking Management - EW	19
Private Parking Solution (London) - EW	995
Q-Park - EW	32
RCP Parking Limited - Parent Organisation - EW	158
Retail Park Limited	80
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	352
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	16
Sagoss Limited tas ParkFair - EW	3
Secure Parking Solutions Ltd - EW	370
Secure-a-space - EW	71
Select Parking Ltd - EW	55
Shield Security Services - EW	12
Smart Parking - EW	8354
Smart Parking - NI	517
Smart Parking - S	512
Solution Labs on behalf of Civil Parking Office (Scotland)	1
Solutions Labs on behalf of Civil Parking Office (England & Wales)	48
Spring Parking - EW	275
Total Car Parks - EW	152
Total Parking Solutions - EW	488
UK Parking Administration - EW	802
UK Parking Administration - S	317
UK Parking Control Limited - EW	4563

APPEALS DATA

SUBMITTED APPEALS BY OPERATOR (CONTINUED)

COMPANY	VOLUME
UK Parking Enforcement LTD	1
UKPS (Northwest) LTD	5
University of Kent - EW	11
VARs Technology Limited - EW	133
Vehicle Control Solutions t/a Flashpark Ltd - EW	54
Workflow Dynamics - EW	287
GRAND TOTAL	98110

APPEALS DECIDED BY OPERATOR

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
UK Parking Control Limited - S	6	95	101
2gether Support Solutions Ltd	1		1
AGH Solutions Ltd - EW	13		13
Alfa Parking Solutions Ltd t/a EV Parking Management - EW - 025		1	1
All Parking Services - EW	28	69	97
AM Parking Services - EW	1	11	12
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	214	519	733
ANPR 365 Ltd	10		10
ANPR Payment Recovery Ltd - EW		8	8
APCOA Heathrow TDOC	30	158	188
APCOA Parking - EW	131	1210	1341
APCOA Parking - NI	2	10	12
APCOA Parking - S		10	10
Atlas Enforcement - EW	1		1
Azure Parking	9	30	39
BaySentry Solutions Ltd - EW	139	547	686
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	42	7	49
Britannia Parking Group - EW	75	962	1037
Britannia Parking Group - NI	1		1
Britannia Parking Group - S	2	35	37
Capital Car Park Control - EW	116	175	291
Car Park Services - NI	1	13	14
Car Parkers Anglia - EW	12	39	51
Carflow Ltd - EW	9	137	146
Carrpool Ltd - EW		5	5

APPEALS DECIDED BY OPERATOR (CONTINUED)

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
City Parking Enforcement Limited - EW	1		1
City Permits - EW	6	27	33
Civil Enforcement - EW	624	4659	5283
Civil Enforcement - NI	1	22	23
Civil Enforcement - S	21	167	188
Close Unit Protection - EW	119	86	205
Corporate Services - EW	16	113	129
CP Plus - EW	200	1801	2001
CP Plus - NI		6	6
CP Plus - S	13	79	92
CP Plus 176 - EW	94	204	298
EF International Parking Services Ltd	4	1	5
Elite Parking Management - EW	57	67	124
Eternity Fire and Security	29	125	154
Euro Car Parks - EW	1317	7416	8733
Euro Car Parks - NI	9	56	65
Euro Car Parks - S	31	253	284
Euro Parking Collections - EW	25		25
First Parking - EW	50	235	285
First Parking - S	4	17	21
Fisc Parking Solutions	9	12	21
Future Parking - EW	29	18	47
GBP Management Ltd - EW	8	29	37
Good Value Parking Ltd	12	49	61
Green Parking Ltd - EW	2	20	22
Highview Parking - EW	68	385	453
Highview Parking- S	1	3	4
Horizon Parking Ltd - EW	244	1681	1925
Horizon Parking Ltd - NI		4	4
Horizon Parking Ltd - S	8	87	95
Initial Parking Ltd - EW	106	931	1037
Ipserv Limited - EW	13	71	84
JD Parking Consultants - EW	6	17	23
Key Parking Ltd	1	11	12
LCP Parking Services - EW	1	10	11
LCPM Ltd	17	12	29
LDK Security Group - EW	56	65	121
Local Parking Management - EW	2	13	15
Local Parking Security - EW	59	115	174

APPEALS DECIDED BY OPERATOR (CONTINUED)

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
Lodge Parking Ltd - EW	9		9
MET Parking Services - EW	67	1111	1178
Minster Baywatch - EW	148	651	799
MJB FACILITIES MANAGEMENT LTD - EW	15	22	37
MK1 Parking Ltd	5	32	37
NCP - EW	279	335	614
NCP - S	2	4	6
NCP (EUK) Ltd - EW	17	36	53
NCP ANPR Rail - EW	197	236	433
NCP Limited - Gatwick Airport	52	128	180
Northwest Parking Management Ltd - EW	2	37	39
NSGL - EW	29	64	93
NSL Limited - EW	24	66	90
NSL Ltd - EW	8	17	25
Observances Parking Consultancy - EW	45	5	50
OCS Group - EW	4	14	18
One Parking Solution Ltd - EW	108	661	769
P4 Parking (UK) Ltd - EW	54	157	211
P4 Parking (UK) Ltd - S	6	55	61
Park Zone	16	2	18
Park Zone Limited - EW	10	9	19
Parking Charge Limited - EW	7	3	10
Parking Control Solutions - EW	14	58	72
Parking Enforcement & Security Services - EW	15	135	150
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	3368	13355	16723
Parking Eye Ltd including Car Parking Partnership (CPP) - NI		2	2
Parking Eye Ltd including Car Parking Partnership (CPP) - S	97	549	646
Parking Group Limited - EW	97	66	163
Parking Solutions 24 - EW	13	74	87
Parkingeye Ltd including Car Parking Partnership (CPP) - EW	31	127	158
Parkmaven - S	23	1	24
ParkMaven Limited - EW	601	73	674
ParkMaven NI	86		86
Premier Park - EW	307	2437	2744
Premier Park - S	2	11	13
Private Parking Management - EW	6	1	7

APPEALS DECIDED BY OPERATOR (CONTINUED)

COMPANY	ALLOWED	REFUSED	GRAND TOTAL
Private Parking Solution (London) - EW	133	626	759
Q-Park - EW	17	4	21
RCP Parking Limited - Parent Organisation - EW	9	105	114
Retail Park Limited	12	57	69
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	31	164	195
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	3	7	10
Secure Parking Solutions Ltd - EW	38	233	271
Secure-a-space - EW	33	11	44
Select Parking Ltd - EW	11		11
Shield Security Services - EW	1	2	3
Smart Parking - EW	2241	3209	5450
Smart Parking - NI	148	229	377
Smart Parking - S	124	222	346
Solutions Labs on behalf of Civil Parking Office (England & Wales)	5	3	8
Spring Parking - EW	39	172	211
SR Security Services - EW		1	1
Total Car Parks - EW	6	136	142
Total Parking Solutions - EW	61	252	313
UK Parking Administration - EW	66	275	341
UK Parking Administration - S	20	85	105
UK Parking Control Limited - EW	244	2140	2384
UKPS (Northwest) LTD	5		5
University of Kent - EW	5	3	8
VARS Technology Limited - EW	11	92	103
Vehicle Control Solutions t/a Flashpark Ltd - EW	4		4
Workflow Dynamics - EW	79	122	201
GRAND TOTAL	13216	51592	64808

APPEALS NOT CONTESTED BY MONTH

MC	APPELLANT	OPERATOR	GRAND TOTAL
01/10/2023	447	2142	2589
01/11/2023	442	2095	2537
01/12/2023	342	1734	2076
01/01/2024	419	2093	2512
01/02/2024	433	1890	2323
01/03/2024	389	1933	2322
01/04/2024	417	1941	2358
01/05/2024	416	1996	2412
01/06/2024	373	1680	2053
01/07/2024	414	2216	2630
01/08/2024	368	1786	2154
01/09/2024	413	2294	2707
GRAND TOTAL	4873	23800	28673

APPEALS NOT CONTESTED BY OPERATOR

COMPANY	VOLUME
Workflow Dynamics - EW	69
Vehicle Control Solutions t/a Flashpark Ltd - EW	52
VARS Technology Limited - EW	22
University of Kent - EW	3
UK Parking Control Limited - EW	2086
UK Parking Administration - S	35
UK Parking Administration - EW	230
Total Parking Solutions - EW	136
Total Car Parks - EW	9
Spring Parking - EW	40
Solutions Labs on behalf of Civil Parking Office (England & Wales)	10
Smart Parking - S	135
Smart Parking - NI	119
Smart Parking - EW	2220
Shield Security Services - EW	9
Select Parking Ltd - EW	2
Secure-a-space - EW	31
Secure Parking Solutions Ltd - EW	73
Sagoss Limited tas ParkFair - EW	3
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - S	4

APPEALS NOT CONTESTED BY OPERATOR (CONTINUED)

COMPANY	VOLUME
Saba Park Solutions UK Limited and Saba Park Services UK Limited (previously Indigo) - EW	122
Retail Park Limited	14
RCP Parking Limited - Parent Organisation - EW	34
Q-Park - EW	16
Private Parking Solution (London) - EW	180
Private Parking Management - EW	10
Premier Park - S	8
Premier Park - EW	836
ParkMaven NI	7
ParkMaven Limited - EW	1050
Parkmaven - S	6
Parkingeye Ltd including Car Parking Partnership (CPP) - EW	29
Parking Solutions 24 - EW	16
Parking Group Limited - EW	23
Parking Eye Ltd including Car Parking Partnership (CPP) - S	178
Parking Eye Ltd including Car Parking Partnership (CPP) - NI	2
Parking Eye Ltd including Car Parking Partnership (CPP) - EW	4788
Parking Enforcement & Security Services - EW	119
Parking Control Solutions - EW	16
Parking Charge Limited - EW	7
Park Zone Limited - EW	2
Park Zone	3
P4 Parking (UK) Ltd - S	24
P4 Parking (UK) Ltd - EW	157
One Parking Solution Ltd - EW	145
OCS Group - EW	8
Observe Parking Consultancy - EW	2
NSL Limited - EW	41
NSGL - EW	9
Northwest Parking Management Ltd - EW	13
NCP Limited - Gatwick Airport	544
NCP ANPR Rail - EW	303
NCP (EUK) Ltd - EW	22
NCP - S	2
NCP - EW	1005
MK1 Parking Ltd	15
MJB FACILITIES MANAGEMENT LTD - EW	2
Minster Baywatch - EW	105

APPEALS NOT CONTESTED BY OPERATOR (CONTINUED)

COMPANY	VOLUME
MET Parking Services - S	1
MET Parking Services - EW	891
Local Parking Security - EW	30
Local Parking Management - EW	21
LDK Security Group - EW	23
LCPM Ltd	76
LCP Parking Services - EW	3
Key Parking Ltd	3
JD Parking Consultants - EW	17
Ipserv Limited - EW	20
Initial Parking Ltd - EW	314
Horizon Parking Ltd - S	59
Horizon Parking Ltd - NI	1
Horizon Parking Ltd - EW	1131
Horizon Parking Limited - NI	3
Highview Parking- S	2
Highview Parking - EW	132
Green Parking Ltd - EW	2
Good Value Parking Ltd	4
GBP Management Ltd - EW	6
Future Parking - EW	5
Fisc Parking Solutions	7
First Parking - S	4
First Parking - EW	44
Euro Car Parks - S	211
Euro Car Parks - NI	30
Euro Car Parks - EW	5346
Eternity Fire and Security	12
Elite Parking Management - EW	25
CP Plus 176 - EW	151
CP Plus - S	32
CP Plus - NI	2
CP Plus - EW	683
Corporate Services - EW	32
Close Unit Protection - EW	36
Civil Parking Office Ltd	1
Civil Enforcement - S	52
Civil Enforcement - NI	5

APPEALS NOT CONTESTED BY OPERATOR (CONTINUED)

COMPANY	VOLUME
Civil Enforcement - EW	1287
City Permits - EW	6
City Parking Enforcement Limited - EW	1
Carflow Ltd - EW	36
Car Parkers Anglia - EW	6
Car Park Services - NI	4
Capital Car Park Control - EW	11
Britannia Parking Group - S	20
Britannia Parking Group - EW	361
Bridge Security (CCTV) Ltd trading as Bridge Property Asset Management - EW	5
BaySentry Solutions Ltd - EW	280
Azure Parking	10
Atlas Enforcement - EW	2
APCOA Parking - S	9
APCOA Parking - NI	20
APCOA Parking - EW	1749
APCOA Heathrow TDOC	65
ANPR Payment Recovery Ltd - EW	1
ANPR Parking Services - EW	10
ANPR 365 Ltd	5
Anchor Security Services Ltd (t/as Care Parking & t/as Ocean Parking) - EW	96
AM Parking Services - EW	3
All Parking Services - EW	40
2gether Support Solutions Ltd	1
UK Parking Control Limited - S	77
GRAND TOTAL	28673

POPLA

Parking on Private Land Appeals

WEBSITE: WWW.POPLA.CO.UK

TELEPHONE: 03301 596 126