

Annual Report 2016

Contents

Page 3	Introduction
--------	--------------

Page 3	Team set up
--------	-------------

Page 3	Appeal numbers
--------	----------------

Page 4	Launch of POPLA administered by The Ombudsman Service Limited
--------	---

Page 5	What we learnt in our first year <ul style="list-style-type: none">- Processes- Communications- Decisions and assessor learning curve- Backlog- ISPA feedback
--------	---

Page 7	How we consider appeals
--------	-------------------------

Page 8	Making a clear and accurate appeal
--------	------------------------------------

Page 9	Out of time appeals
--------	---------------------

Page 10	Current appeal issues <ul style="list-style-type: none">- Keeper liability- Automatic number plate recognition cameras- Grace periods- Mitigation
---------	--

Page 13	Other issues <ul style="list-style-type: none">- Advice- Operators breaching the British Parking Association Code of Practice- Byelaws
---------	--

Page 14	Appendix <ul style="list-style-type: none">- POPLA appeals data- Number of appeals- Source of appeals- Appeals by operator- Withdrawn cases- Decisions
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Introduction

Parking is an emotive subject. There is a real sense of injustice when people receive a parking charge they perceive to have been issued incorrectly. There is a further sense of injustice when legitimate appeals are not heard.

That is why POPLA – an independent appeals service that will listen to appeals and decide whether parking charges have been issued correctly – is so important.

An appeal has a winner and a loser and our decisions will always disappoint one party. That makes it crucial that our decisions are well reasoned; so motorists feel heard even if they do not agree with the outcome.

Ombudsman Services has learnt a lot in our first year administering POPLA. This annual report talks about our experiences and the learning we have taken from those experiences.

Team setup

The POPLA team reports to and is supported by a board and executive team.

POPLA's Lead Adjudicator is John Gallagher. John is an Ombudsman with 11 years' experience in handling complex disputes. He has helped consumers and businesses resolve over 5,000 complaints across a number of sectors, including energy, communications, copyright licensing and parking. John is an accredited mediator and is currently undertaking a Masters in Dispute Resolution. John has lead responsibility for decision-making and decision quality at POPLA.

There are approximately 30 POPLA trained assessors from various backgrounds with many years of dispute resolution experience.

Appeal numbers

Up to 30 September 2016, POPLA received 49,887 appeals and decided 32,621. Of the appeals we decided, we allowed 11,217 appeals (34.4%) and refused 21,404 appeals (65.6%).

On a further 10,682 appeals, the parking operators withdrew from the process on receiving notice of the appeal from POPLA. An appeal that is withdrawn by an operator results in the parking operator cancelling the parking charge.

POPLA previously recorded withdrawn appeals as allowed appeals. We consider it more transparent to record withdrawn appeals separately. Had we considered withdrawn appeals as allowed appeals, the statistics would show that we allowed 21,899 (50.6%) and refused 21,404 (49.4%).

The full figures, including a breakdown by operator, are set out in the Appendix.

Launch of POPLA administered by The Ombudsman Services Limited

Ombudsman Services started a process of tendering to administer POPLA in late 2014. Our bid was confirmed as successful in March 2015, giving us six months to put the service in place before the previous provider's contract ended on 1 October 2015.

We set up a project, spoke to relevant stakeholders, gained knowledge, trained a team of assessors, and designed a new website.

We would like to thank London Councils, the RAC Foundation, the DVLA, the Traffic Penalty Tribunal, Private Parking Appeals, ParkingEye and Ranger Services for engaging with us prior to us going live to help us gain the understanding we needed to launch the service.

We successfully launched on schedule on 1 October 2015.

“ ...we were resilient and adaptable, and able to overcome the challenges we faced. ”

What we learnt in our first year

We learnt a great deal in our first year. We learnt that some of our processes needed refining; that some of our communications were not accurate and caused confusion; that some of our decisions and decision reasons were wrong; and we found that the learning curve for assessors was steeper than we expected – this contributed to a backlog situation.

In making these discoveries, we also learnt that that we were resilient and adaptable, and able to overcome the challenges we faced.

Processes

Within a few weeks of 1 October 2015, we realised that strict adherence to the processes we had designed would mean an unfairness for motorists.

For example, we allowed motorists seven days to comment on the operator's evidence pack if they had submitted the appeal online. We allowed 14 days if they had submitted their appeal by post to allow for the carriage of mail.

Operators are required to provide the evidence pack to motorists at the same time that they send it POPLA. We found that operators were sending the evidence packs to motorists by post and the motorists were not receiving the evidence packs for several days. This reduced the time in which motorists were able to provide comments and in some cases, they received the evidence packs after the time to provide comments had expired – or not at all.

We worked with the operators to encourage them to send evidence packs by email. We now receive far fewer contacts from motorists complaining that they have not received the evidence pack. We also developed a process to place appeals on hold if a motorist told us they had not received their evidence pack, to allow them seven days to provide comments once we were satisfied they had received the evidence pack.

Despite the improvements, we are aware that this part of our process still relies on swift action from parking operators. We should have full control of our own processes. With this in mind, we have been working with the British Parking Association on improving our system to allow online evidence sharing. This will ensure that evidence packs are available to motorists at the same time that they are available to POPLA and bring the full process into our control.

Communications

We have amended a number of our communications following feedback from motorists and operators to try to improve clarity.

For example, when an operator submits an evidence pack, the system sends a communication to the motorist explaining that they can submit comments. Our original communication at this point told appellants that they were able to submit comments on our portal but we received many calls from people who did not understand what this meant. We adjusted the communication to explain that people could comment on the evidence pack by logging into the website.

Decisions and assessor learning curve

We put our assessors through a long training programme based on the knowledge we gained prior to launch. As part of the knowledge gathering process, we sought redacted cases to see examples of the types of appeals we would be considering. We soon found that the examples we received barely scratched the surface. We had to do a lot of research on the job.

We took all assessors through an accreditation process in which all cases were checked prior to issue. Once assessors had demonstrated capability, by making 10 satisfactory and well-reasoned decisions in a row, they were accredited and able to issue unchecked work. Following accreditation, we completed quality assurance checks on approximately 10% of cases.

In spite of the protections in place, we didn't always get it right. We reviewed decisions through quality assurance checks and on receipt of complaints from motorists and operators. In a small percentage of cases, the decisions were not suitable or the reasons provided for the decisions were not correct. We operate in an environment of continuous improvement and we used the reviews to provide feedback to assessors and update our guidance.

Backlog

The steep learning curve and accreditation process meant low productivity for several months. In addition, we placed a number of cases on hold pending the outcome of the ParkingEye-Vs-Beavis Supreme Court case. Once the Supreme Court had announced its decision, we had to assess a large amount of cases.

Ombudsman Services is a large organisation, so we were able to train and redeploy experienced complaint investigators from other departments to help with the backlog. By April 2016, the backlog was gone and we were working in real time: dealing with appeals as soon as the period for motorist comments had expired. We are grateful for the hard work of the team in getting us to this position.

ISPA feedback

ISPA provides Independent Scrutiny for Parking Appeals on private land.

Throughout the course of the year, ISPA's independent assessors carried out a number of audits on our appeal decisions. We received feedback from these audits both positive and constructive.

We would like to thank ISPA for its oversight and feedback. The learning we took was invaluable.

How we consider appeals

Every parking charge notice issued by a British Parking Association approved operator should set out the parking operator's appeal process. Motorists need to appeal to a parking operator in the first instance. If the parking operator does not allow the motorist's appeal, it is required to provide a 10-digit POPLA verification code to allow the motorist to appeal to POPLA.

Motorists need to appeal to POPLA within 28 days of the date the operator issued the POPLA verification code. The best way to appeal is using our website at www.popla.co.uk. Appellants can also request a paper appeal form from the parking operator and submit it to us by post.

POPLA considers the reasons for appeal submitted only. It is very important that appellants submit all reasons for appeal in the first instance as there is no opportunity to submit further reasons for appeal after the initial submission. We ask appellants to confirm that they understand this before proceeding.

The reasons for appeal are sent to the parking operator who is required to provide an evidence pack to POPLA and to the appellant within 21 days. If an operator does not provide an evidence pack within 21 days, we treat this as if the operator has not contested the appeal and write to both parties to confirm the appeal has been successful.

If the operator decides to submit an evidence pack, we will notify the appellant that they have seven days to comment on the operator's evidence pack. We allow 14 days if the appeal is being administered offline to allow for the carriage of post.

The operator's evidence pack will respond to the reasons for appeal provided by the appellant. This is one of the reasons we cannot accept new reasons for appeal after the initial submission. If we were to do so, the operator would not have had an opportunity to respond to the appeal reasons in its evidence pack.

The opportunity to comment on the evidence pack is therefore in relation to the initial appeal reasons. For example, if the reason for appeal was that the signage at the car park was not sufficient, and the operator sent pictures of the signs that the motorist did not consider accurate, the motorist might want to comment on the evidence and would be able to do so.

We have seen occasions where an appellant has introduced new reasons for appeal in the comments section. For example, the initial reason for appeal is that they were not the driver – and when commenting on the evidence pack they say the signage at the car park is not sufficiently clear. In such circumstances, we would not consider the new reason for appeal.

Making a clear and accurate appeal

The appeal outcome can be sensitive to the appeal submissions. It is therefore important that motorists give as much clear and accurate information as possible when submitting the appeal. We recommend doing this when appealing to the parking operator in addition to when appealing to POPLA.

Appeals with a lot of detail can help both the appeal handlers at parking operators and the neutral assessors at POPLA. The more clear and accurate detail the higher the likelihood of a suitable decision.

For example, we considered a case in which the reason for appeal was simply, “I did not park”. The appellant had appealed to the operator in similar fashion.

The operator’s evidence pack included evidence, which appeared to show the motorist’s vehicle passing automatic number plate recognition (ANPR) cameras on the way into the car park; and again several hours later on the way out of the car park. The operator’s evidence persuaded the assessor that the vehicle had been in the car park for the period in question.

The operator had also provided evidence that it was pursuing the keeper of the vehicle and that it had correctly transferred liability to the keeper by following the process set out in the Protection of Freedoms Act 2012.

Therefore, while the operator had not rebutted the claim that the appellant himself had not parked, this did not appear material as liability had been transferred to the appellant as the keeper of the vehicle. We refused the appeal.

In post appeal correspondence, we found out that the appellant accepted they had been driving the vehicle on the date in question. They explained that they had turned around in the entrance to the car park on each of the occasions that the ANPR camera recorded their registration but they were just picking someone up and later dropping them off.

Had the appellant provided this explanation initially, the appeal would have been looked at in a different light by POPLA. It may also have been looked at in a different light by the parking operator and the need to appeal to POPLA may not have arisen.

An appellant in these circumstances could have further supported their case by explaining their whereabouts during the period in which the operator considered them to have been parked. If they were able to evidence this – for example with a receipt from another location – the chance of success would have increased further.

By the time POPLA received the additional information for the appeal it was too late. POPLA operates a one-stage process and cannot consider evidence submitted after the initial appeal.

“ POPLA operates a one-stage process and cannot consider evidence submitted after the initial appeal. ”

Out of time appeals

POPLA will consider a late appeal in extreme circumstances. Each late appeal will be considered on its own merit.

As the 10-digit verification code will have expired due to the 28-day timescale surpassing, the appellant will be unable to submit their late appeal through our website. Instead, the appellant will need to submit the appeal to our postal address or by email with a cover letter clearly explaining the reason for the late appeal and any evidence they feel will strengthen their reasoning.

If the assessor is satisfied with the appellant's version of events, he or she will accept the late submission of the appeal and send an email to the parking operator concerned, explaining that POPLA will be assessing the appeal as normal.

If the assessor is not satisfied with the appellant's reasoning, he or she will contact the appellant to advise that POPLA will be unable to assess the appeal. In these instances, the appellant is provided with the contact details for Citizens Advice and no further contact with POPLA will be had.

Examples of circumstances where we have accepted late appeals have been when the appellant has been out of the country or in hospital for a prolonged period of time and has been able to prove this with documentary evidence. Other instances include where the parking operator failed to inform the appellant of the 28-day timescale in their rejection letter.

Current appeal issues

Keeper liability

Only the driver of a vehicle can enter a parking contract by parking the vehicle and only a driver of a vehicle can decide to remain on private land uninvited. Therefore, the driver is the person ordinarily responsible for a parking charge.

When the driver of the vehicle has not been identified, the parking operator is able to pursue the keeper of the vehicle, in certain circumstances, based on the criteria set out in section 56 and schedule 4 of the Protection of Freedoms Act 2012 (PoFA 2012).

Providing required conditions are met, the parking operator has the right to recover any unpaid parking charges from the keeper of the vehicle if, within a specified period, the keeper refuses or is unable to name the driver.

A key aspect of transferring liability to the vehicle keeper is sending a document called a notice to keeper. It is important that notices to keepers deliver a clear and accurate message to keepers. Most laypeople are unfamiliar with the concept of keeper liability. PoFA 2012 requires clear communication to keepers to help them understand the process in which they find themselves.

We received many appeals on the basis that the keeper of the vehicle had received a parking charge and they were not the person driving the vehicle. We allowed appeals because the parking operators did not demonstrate that they correctly followed the process to transfer liability to the keeper of the vehicle.

Automatic number plate recognition cameras

Automatic number plate recognition cameras (ANPR) capture vehicles entering and exiting car parks and record the time of the stay. If a vehicle overstays a maximum period of parking, is not recorded as having a permit to park at the car park, or does not make a payment for parking and link it to their vehicle, a parking operator may determine the driver has not kept to the parking conditions and issue a parking charge notice.

In most circumstances, the parking operator will not know the driver of the vehicle and will request details of the vehicle keeper from the DVLA. The operator will then issue a notice of the parking charge to the keeper of the vehicle.

Many motorists believe that their parking time begins when they park in a space and leave their vehicles. In most ANPR controlled car parks, the parking operator will count the time from when the vehicle passes the entrance camera until the vehicle passes the exit camera. If a car park is busy and it takes a vehicle time to park up and time to exit – motorists might reasonably believe that they kept to the parking conditions – but parking operators might consider the vehicle to have overstayed the parking time.

For this reason, we would expect parking operators to make it clear to motorists that the car park is monitored by ANPR cameras. Similarly, we would expect operators to make it clear that the parking contract commences upon entry to the site and not from the time printed on the ticket (if a ticket has been purchased).

On occasions where the appellant has claimed that they were unaware that ANPR cameras were in operation, the assessor will review the signage displayed on site. If the assessor feels that the signs do not make it clear to motorists that ANPR cameras are in place, the assessor might allow the appeal.

We have received many appeals where appellants have questioned the accuracy and the reliability of ANPR cameras. We consider the evidence in each case on its own merits. In circumstances where a parking operator's evidence is the vehicle entering and exiting but an appellant provides persuasive evidence that they were not there for the full period, or did not enter, we have allowed appeals.

Grace periods

In October 2015, the British Parking Association updated its Code of Practice to include a minimum grace period of 10 minutes at the end of the parking period, on sites where parking is permitted.

When assessing appeals we consider whether a parking operator has provided the minimum grace period set out by the British Parking Association. However, motorists should not automatically assume that their parking time is 10 minutes longer than the time they have paid for or than the minimum period set out on the signs.

We often receive appeals from people who overstayed for 11, 12 or 13 minutes and claim that the parking charge is unfair because they only overstayed by one, two, or three minutes. This is not accurate; they have stayed for 11, 12 or 13 minutes more than the contract permitted.

In addition to a grace period at the end of the parking period, we would also expect parking operators to offer a period before the parking contract commences in which to consider the parking conditions and decide whether to park. We have seen appeals on which appellants believe that this is a period of 10 minutes, in addition to the period at the end of the parking session. It is not. The time it takes to consider the terms and conditions is dependent on the car park and the person. Once a person has parked and taken the decision to leave their vehicle in the car park – the time to consider the parking conditions ends.

In an ANPR controlled car park where no statement on the signs indicates that the parking period begins on entry to the car park, as opposed to when a vehicle parks, we may discount the amount of time between entry and parking when calculating the grace period at the end of the contract. This is because the average motorist would assume that a period of parking begins when they park the vehicle, and not when they enter the car park.

Mitigation

POPLA makes decisions based on the evidence provided by the parties and on relevant law. Where suitable we may also consider the British Parking Association Code of Practice.

We often receive appeals that a motorist was unable to keep to the conditions at a car park because of mitigating circumstances. Examples are illness or injury which delay a motorist's return to the vehicle, or a vehicle breakdown meaning the vehicle is unable to leave the car park.

POPLA is not able to allow an appeal based on mitigating circumstances. However, we are able to refer mitigating circumstances back to a parking operator, where we consider that the operator has not already taken account of reasonable mitigation. When we refer a case back to a parking operator due to mitigating circumstances, it may decide to cancel the parking charge.

When dealing with mitigation cases, we initially took the view that if appellant had already raised the mitigating circumstances with the parking operator, we would not ask the parking operator to consider the mitigation again. This was because we considered it unlikely that the parking operator would agree to cancel the charge having already considered the mitigation.

ISPA's independent assessors reviewed a number of cases on which mitigation was the main reason for appeal. They questioned why we had not referred the cases back to the parking operators. Our rationale was that the mitigating circumstances had already been submitted to the operator by the appellants. The independent assessor's view was that in many of the cases, the operators had not specifically responded to the mitigating circumstances in their appeal responses. They suggested we could not be sure that the parking operator had given reasonable consideration to the mitigation.

After considering this feedback, we changed our position. We began referring mitigation cases back to operators where we considered it reasonable and where the operator had not clearly demonstrated that it had already given reasonable consideration to the mitigating circumstances.

In the last year, our assessors have referred 120 appeals back to parking operators due to mitigation. Of those cases, the parking operators agreed to cancel the parking charge in 108 cases.

Other issues

Advice

Beyond suggesting that all parties are clear, accurate, and detailed in their submissions, POPLA cannot give specific advice on how to appeal.

We often receive calls from appellants asking the best way to appeal their parking charge. We also receive communications from operators asking what evidence they need to provide to rebut specific grounds for appeal. We must remain impartial and cannot provide advice in either circumstance.

Operators breaching the British Parking Association Code of Practice

During the assessment of an appeal, we may deem the operator to have breached parts of the British Parking Association Code of Practice. If we consider a breach serious, we will report it to the British Parking Association. There have been 27 instances of assessors determining a serious breach and reporting it to the British Parking Association. Identification of a breach does not necessarily mean we will allow the appeal. We will only allow an appeal if the breach was included as a reason for appeal and meant the parking charge was not issued correctly.

Instances where a breach has not meant an allowed appeal include a sign stating that vehicles will be clamped or towed if found to be in contravention of the terms and conditions, and the operator's attendant wearing casual attire instead of a clearly distinguishable uniform. These factors had no impact on the validity of the parking charge.

Instances where a breach has influenced the appeal decision include not having an entrance sign in a car park where an entrance sign was required after 1 October 2015.

Byelaws

In addition to feedback on individual cases, ISPA also highlighted complaints it had received from the public. One such complaint was that POPLA did not have remit to consider appeals about charges issued for alleged breach of Byelaws. The challenge was that only a court could decide on whether a Byelaw had been breached.

We decided to consider appeals against parking charges for alleged breach of Byelaws so that any motorist who had received a "ticket" from a British Parking Association approved operator would have a free route to independent appeal. We were not attempting to replace the courts. We were considering an appeal and if we saw that the appeal had merit we would allow it. In our view, we were not making a binding decision that the motorist had breached the Byelaws.

Nonetheless, we considered it appropriate to give proper attention to the challenge. We adjourned cases on which the parking operator had asked the motorist to make a payment in respect of alleged breach of Byelaws while we considered our position.

Appendix

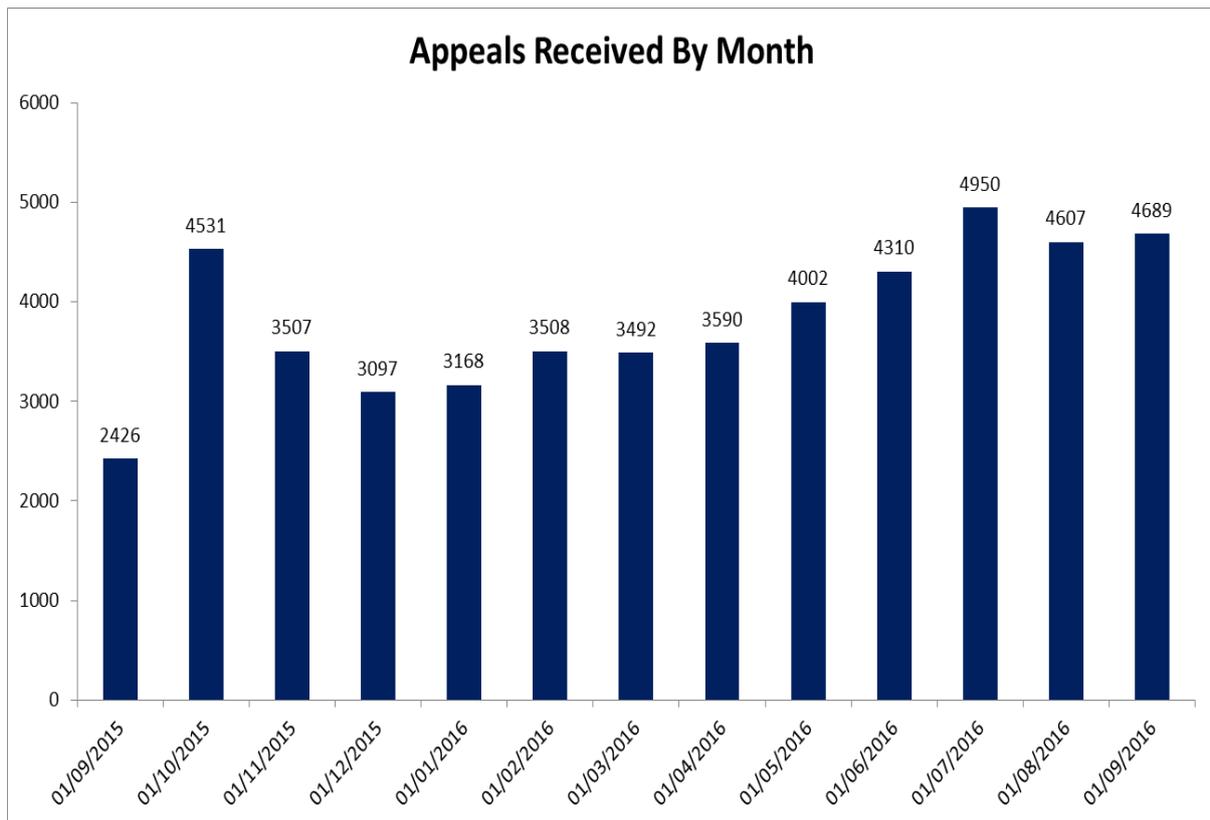
POPLA appeals data

The following analysis shows the number of appeals registered with POPLA by operator between 1 September 2015 and 30 September 2016. It also provides information on the number of appeals decided during the same period.

Number of appeals

There have been total of 49,877 appeals opened with POPLA in the period detailed above. The peak month was July 2016 with a total of 4,950 appeals (9.92% of the total received during the period).

Fig 1:



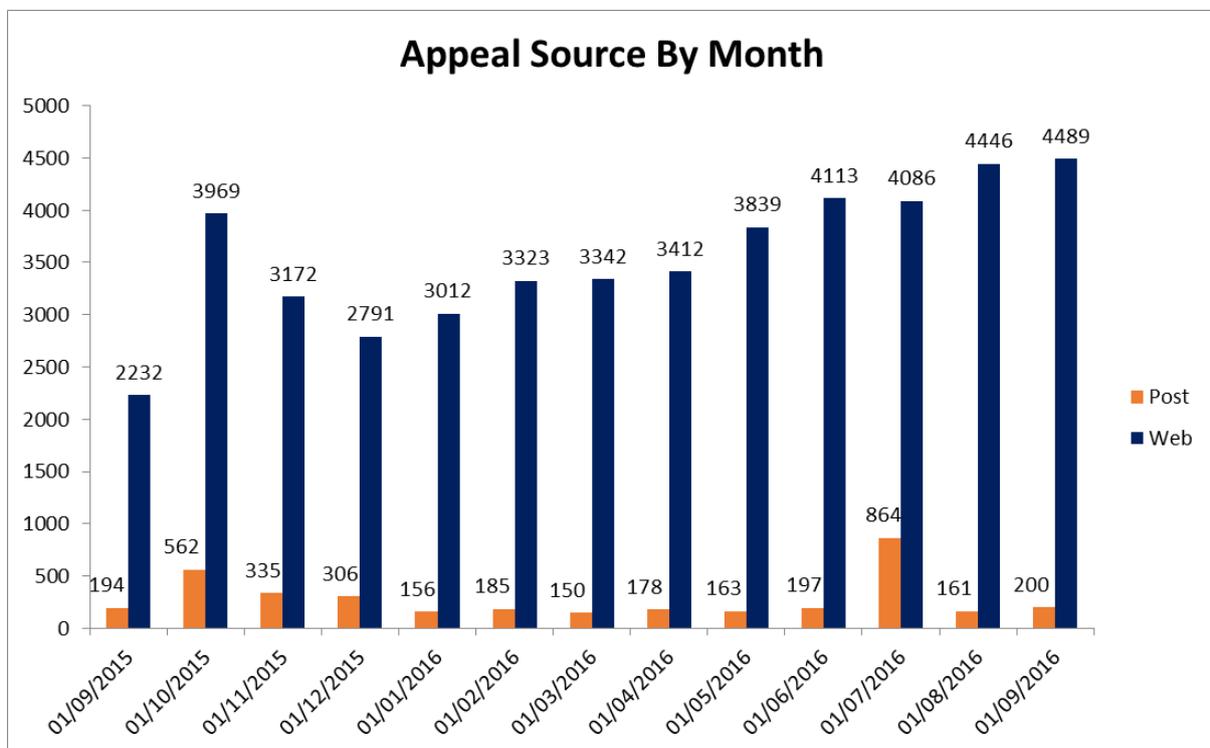
Source of appeals

The vast majority of the appeals received were received via the web (92.68%). Only 7.32% were received through the post.

The highest month for postal appeals was July 2016 which made up 23.66% of the total number of postal appeals received.

The majority of web appeals were received during September 2016 (9.71% of the number of web appeals received).

Fig 2:



Appeals by operator

The operator with the most appeals submitted was Parking Eye Ltd. Over the period 13,971 appeals were submitted in relation to this company which made up 28.01% of the total received.

The number of appeals submitted against Parking Eye Ltd was actually 58.39% more than the number for the company with the next highest number (Smart Parking – 5,813 appeals).

The 10 companies with the most number of appeals submitted made up 74.08% of the total submitted during this period.

The following table details the number of appeals received for each operator.

Fig 3:

Operator	No of appeals
Parking Eye Ltd	13971
Smart Parking	5813
UK Parking Control Ltd	3701
Indigo Solutions	2899
Civil Enforcement	2587
NCP Ltd	1990
Euro Car Parks	1877
Premier Park	1777
APCOA Parking	1271
MET Parking Services	1063
Gemini Parking Solutions London Ltd	922
Highview Parking	912
Liberty Services 358	897
Parking Ticketing	672
CP Plus	568
Total Parking Solutions	531
Horizon Parking Ltd	514
P4 Parking	505
Park Direct UK Ltd	500
Anchor Security Services	316

First Parking	294
Britannia Parking Group	293
Private Parking Solution (London)	291
LDK Security Group	277
Premier Parking Solutions	277
Minster Baywatch	271
Defence Systems Ltd	252
UK Car Park Management	248
Indigo (ZZPS 919)	233
Elite Management	230
Ethical Parking Management	221
Corporate Services	217
Local Parking Security	197
Wing Parking	194
Secure-a-space	194
Indigo Park Services	193
Parking & Enforcement Agency	185
NSGL	162
TR Luckins	135
New Generation Parking Management	125
OCS Group	120
Napier Parking	119
Close Unit Protection	110
LCP Parking Services	86
Workflow Dynamics	82
NSL Ltd	82
Observices Parking Consultancy	79
Parking Enforcement & Security Services	72
Parking Solutions 24	67
Spring Parking	65
JD Parking Consultants	62
Vehicle Control Solutions	58
CPS Enforcement Northern Ltd	58

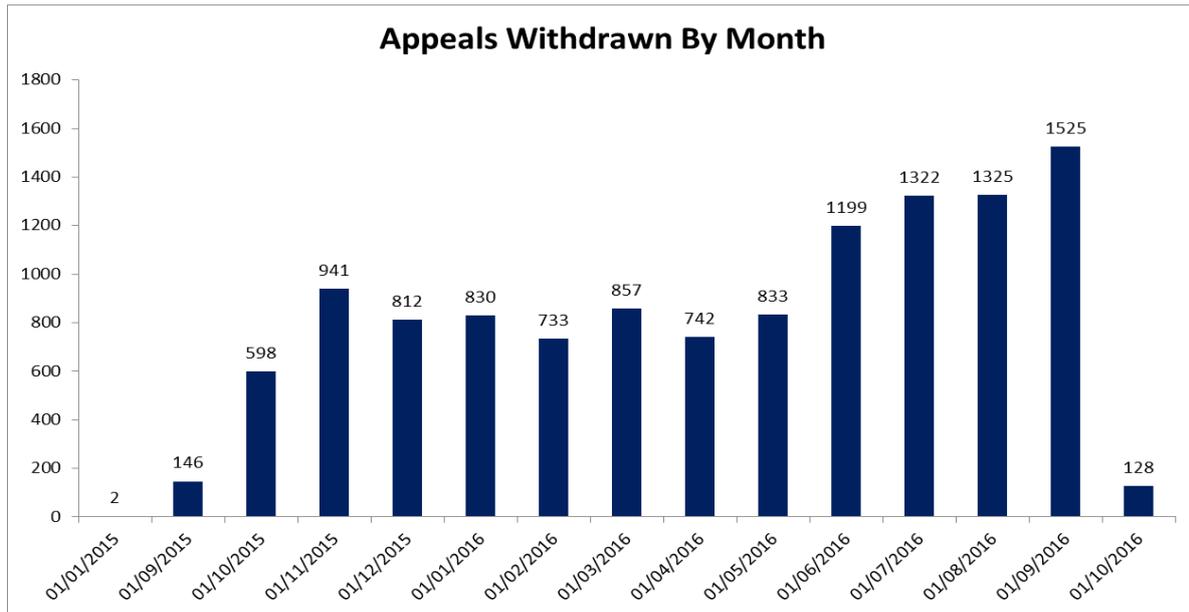
Kernow Parking Solutions	55
Capital Car Park Control	54
ANPR Parking Services	52
All Parking Services	50
Norfolk Parking Enforcement	50
CPS Midlands Ltd	45
WY Parking Enforcement	41
Empark	39
Carflow Ltd	36
New World Facilities	36
Galan Parking	36
UK Parking Patrol Office	33
MetroPark Ltd	32
Millennium Door & Event Security Ltd	32
Athena ANPR Ltd	30
AM Parking Services	27
Excel Parking Services Limited	27
SR Security Services	26
UK Parking Ltd	26
Adaptis Solutions	25
Absolute Parking Management	22
Shield Security Services	21
South West London & St George Mental Health NHS Trust	21
Total Car Parks	19
Northamptonshire Parking Management Ltd	16
Cascade Financial Ltd	16
Greater London Keyholding	15
Llawnroc Parking Services	13
Ticketing Service Solutions	12
RCP Parking Ltd	11
One Parking Ltd	11
Autosecurity Ltd	9
East Kent Hospitals University	9

JAS Parking Solutions	8
Cobalt Telephone Technologies	8
Westway Security Ltd	7
Apex Parking Ltd	7
Everything Parking	6
County Parking Enforcement	6
Bridge Security	6
KBT Cornwall Limited t/as Armtrac Security Services	6
Vehicle Control Services Limited	4
University of Kent	4
Impact Services (Northern) Ltd	4
Salisbury NSH Foundation	3
Leeds Teaching Hospitals NHS	3
Business Watch Guarding	3
University of Bradford	3
Knightshield Security Ltd	2
Ranger Services	2
Parking Debt Collectors	2
Local Car Park Management	2
VJC Parking Management	1
Car Park Services	1
Approved Parking Solutions	1
Indigo Infra	1
AEJ Management	1
Imperial Civil Enforcement Solutions also t/a Open Parking	1
Green Parking Ltd	1
Liberty Services 357	1
(blank)	1
Grand Total	49877

Withdrawn cases

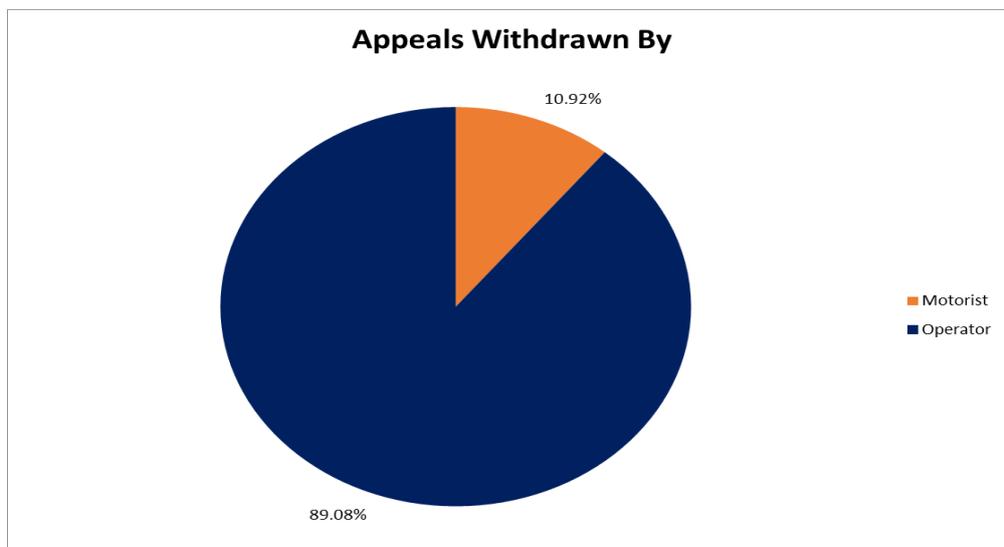
To date, 11,993 cases were withdrawn with a noticeable increase in the number withdrawn since June 2016.

Fig 4:



The majority of these 11,993 withdrawals were withdrawn by the operator (10,682 - 89.08%) with 1,309 withdrawn by the motorist (10.92%).

Fig 5:



The following table details the number of appeals withdrawn for each operator.

Fig 6:

Operator	No withdrawn
Parking Eye Ltd	2398
Smart Parking	1790
Civil Enforcement	1311
Indigo Solutions	842
Euro Car Parks	795
UK Parking Control Ltd	705
NCP Ltd	634
MET Parking Services	470
Gemini Parking Solutions London Ltd	405
APCOA Parking	260
Highview Parking	236
Indigo (ZZPS 919)	156
UK Car Park Management	155
Liberty Services 358	153
Premier Park	146
Horizon Parking Ltd	146
Total Parking Solutions	121
CP Plus	110
Britannia Parking Group	100
P4 Parking	94
Parking Ticketing	81
Indigo Park Services	79
New Generation Parking Management	77
Defence Systems Ltd	55
First Parking	54
LDK Security Group	53
Vehicle Control Solutions	53
Parking & Enforcement Agency	40
Park Direct UK Ltd	37

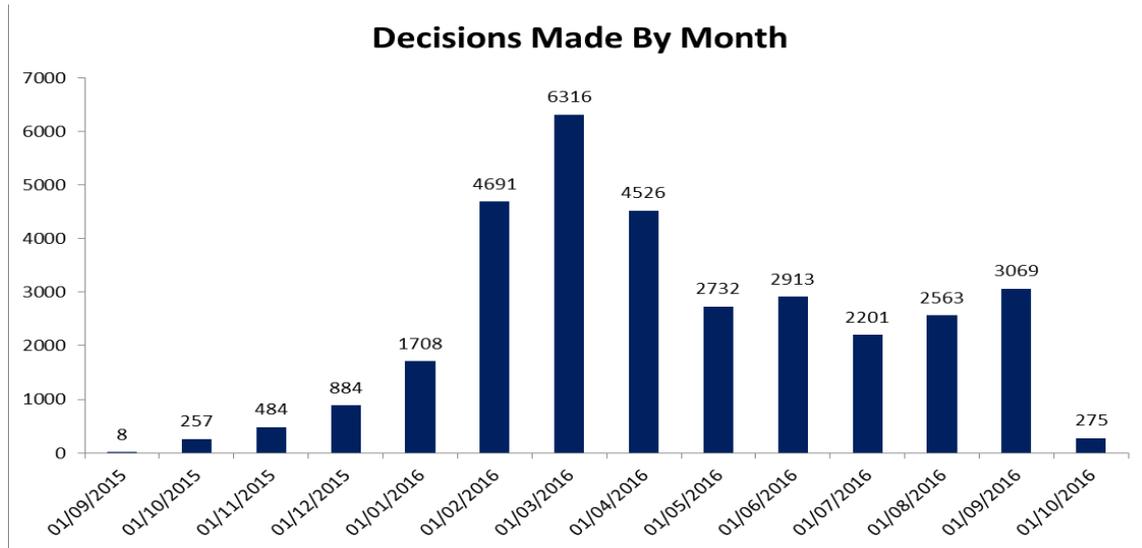
Premier Parking Solutions	32
Athena ANPR Ltd	30
Secure-a-space	30
Parking Solutions 24	28
Wing Parking	25
NSGL	20
Close Unit Protection	17
CPS Midlands Ltd	15
Private Parking Solution (London)	14
OCS Group	13
TR Luckins	13
Minster Baywatch	13
WY Parking Enforcement	11
Corporate Services	11
Galan Parking	11
Parking Enforcement & Security Services	9
Anchor Security Services	9
Elite Management	7
CPS Enforcement Northern Ltd	7
All Parking Services	7
Napier Parking	7
SR Security Services	7
JD Parking Consultants	7
ANPR Parking Services	7
Workflow Dynamics	6
Kernow Parking Solutions	6
LCP Parking Services	6
East Kent Hospitals University	6
Ethical Parking Management	5
Millennium Door & Event Security Ltd	5
Apex Parking Ltd	4
Observances Parking Consultancy	4
Adaptis Solutions	4

Spring Parking	4
RCP Parking Ltd	3
University of Bradford	3
UK Parking Ltd	3
Carflow Ltd	3
Total Car Parks	3
South West London & St George Mental Health NHS Trust	2
UK Parking Patrol Office	2
Empark	2
Ranger Services	2
AM Parking Services	2
Norfolk Parking Enforcement	2
Llawnroc Parking Services	1
Shield Security Services	1
NSL Ltd	1
JAS Parking Solutions	1
Bridge Security	1
Capital Car Park Control	1
Ticketing Service Solutions	1
Cascade Financial Ltd	1
Local Car Park Management	1
(blank)	1
Grand Total	11993

Decisions

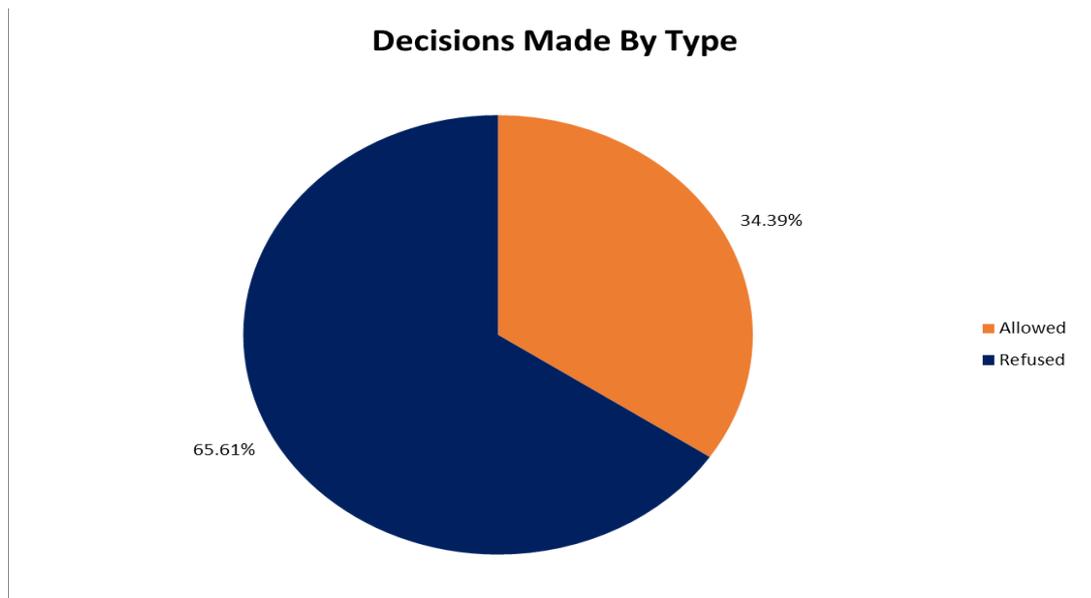
During the period in question, 32,621 decisions were made in total. The peak month for decisions made was March 2016 with 6,316 made (19.36% of the total).

Fig 7:



The majority of the decisions made during the period were 'Refused'. These accounted for 65.61% of the total decisions made (21,404 decisions). 'Allowed' accounted for 34.39% of those made (11,217 decisions).

Fig 8:



The following table details the number of decisions for each operator by type. Parking Eye Ltd had the most decisions made; this correlates with the number of appeals received. The top three companies in terms of appeals received are also the top three in terms of decisions made.

Fig 9:

Operator	Allowed	Refused	Total
Parking Eye Ltd	2192	7913	10108
Smart Parking	922	2753	3675
UK Parking Control Ltd	1004	1688	2692
Premier Park	315	1075	1390
NCP Ltd	373	792	1165
Indigo Solutions	961	106	1067
Civil Enforcement	292	747	1039
Euro Car Parks	491	439	930
APCOA Parking	246	533	779
Liberty Services 358	359	284	643
Highview Parking	115	426	541
MET Parking Services	123	405	528
Parking Ticketing	160	367	527
Park Direct UK Ltd	291	172	463
Gemini Parking Solutions London Ltd	259	182	441
CP Plus	126	289	415
P4 Parking	132	255	387
Total Parking Solutions	156	214	371
Horizon Parking Ltd	79	251	330
Anchor Security Services	154	127	281
Private Parking Solution (London)	137	113	250
Premier Parking Solutions	34	211	245
Minster Baywatch	56	183	239
First Parking	136	98	234
LDK Security Group	170	39	209
Ethical Parking Management	117	78	196
Elite Management	91	102	193

Local Parking Security	167	15	182
Corporate Services	165	14	179
Defence Systems Ltd	51	127	178
Britannia Parking Group	40	124	164
Secure-a-space	34	121	155
Wing Parking	32	120	152
NSGL	39	96	135
Parking & Enforcement Agency	46	85	131
TR Luckins	65	52	117
Napier Parking	22	90	112
OCS Group	93	12	105
Indigo Park Services	89	10	99
UK Car Park Management	44	49	93
Close Unit Protection	44	47	91
NSL Ltd	40	35	75
Workflow Dynamics	57	14	71
LCP Parking Services	7	64	71
Observe Parking Consultancy	28	40	68
Spring Parking	59	2	61
Parking Enforcement & Security Services	27	32	59
JD Parking Consultants	22	33	55
Capital Car Park Control	24	25	49
New Generation Parking Management	25	23	48
Norfolk Parking Enforcement	45	3	48
CPS Enforcement Northern Ltd	18	27	46
ANPR Parking Services	26	19	45
Kernow Parking Solutions	20	22	42
Indigo (ZZPS 919)	33	9	42
All Parking Services	36	2	38
Parking Solutions 24	25	11	36
New World Facilities	14	21	35
Empark	24	9	33
MetroPark Ltd	31	1	32

UK Parking Patrol Office	12	19	31
Carflow Ltd	11	20	31
CPS Midlands Ltd	14	16	30
WY Parking Enforcement	15	15	30
Millennium Door & Event Security Ltd	15	12	27
Galan Parking	8	17	25
AM Parking Services	15	8	23
UK Parking Ltd	8	15	23
South West London & St George Mental Health NHS Trust	7	12	19
Adaptis Solutions	18	1	19
Shield Security Services	8	10	18
SR Security Services	5	11	16
Total Car Parks	5	10	15
Greater London Keyholding	11	4	15
Cascade Financial Ltd	7	7	14
Ticketing Service Solutions	7	4	11
Autosecurity Ltd	9		9
Llawnroc Parking Services	1	8	9
Westway Security Ltd	7		7
RCP Parking Ltd	4	3	7
County Parking Enforcement	6		6
JAS Parking Solutions	5	1	6
Everything Parking	4	1	5
Vehicle Control Solutions	5		5
Bridge Security	5		5
University of Kent	1	3	4
Impact Services (Northern) Ltd	4		4
Cobalt Telephone Technologies		3	3
Apex Parking Ltd	2	1	3
Leeds Teaching Hospitals NHS	3		3
Salisbury NSH Foundation		3	3
Business Watch Guarding	1	2	3
Knightshield Security Ltd	2		2

East Kent Hospitals University		2	2
Parking Debt Collectors	2		2
Indigo Infra	1		1
VJC Parking Management	1		1
Approved Parking Solutions	1		1
Car Park Services	1		1
Local Car Park Management	1		1
Green Parking Ltd	1		1
Liberty Services 357	1		1
Grand Total	11217	21404	32627

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www.popla.co.uk
0330 159 6126

PO Box 1270
WARRINGTON
WA4 9RL

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