

IPC Annual Report 2025

INTERNATIONAL PARKING COMMUNITY

October 2024 - September 2025



The International Parking Community

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Foreword

This report provides a comprehensive overview of the International Parking Community (IPC's) work in auditing, compliance, enforcement oversight, and member assurance. This first report sets a new benchmark in transparency, establishing a foundation from which future reporting will continue to track sector trends and measure the outcomes of the IPC's oversight activity.

The past year has marked a defining period for the private parking sector. The introduction of the **sector single Code of Practice (Code)** represents a fundamental step forward in delivering greater consistency, fairness, and transparency for motorists, landowners, and operators alike. Developed jointly by the two Trade Associations the IPC and the British Parking Association (BPA), the Code reflects both the sector's commitment to self-regulation and its alignment with Government intentions. This significant step shows united collaboration between the two Trade Associations, creating greater unity and consistency across the sector.

This first annual report documents the IPC's work and findings during this first year of the Code and begins a process of open reporting on compliance and outcomes.

About the IPC

Recognising that parking is a complex and integral piece of infrastructure for the UK, the IPC's role is to promote consistency and fairness across the sector. It is estimated that over **68.5 million parking events** take place in the UK each day. The scope and scale of what the private parking sector manages, maintains, and enforces upon demonstrates just how significant this infrastructure is.

The IPC is a DVLA Accredited Trade Association. Accreditation signifies that the IPC meets the high standards required by the DVLA to authorise its members to access vehicle keeper data for the purpose of managing parking charges issued on private land.

The IPC upholds the Code, ensuring its accredited members follow not only the letter of the Code, but its spirit. The IPC operates structured audit and compliance programmes, provides training and guidance to its members and, where necessary, applies sanctions to ensure adherence to the Code. This framework ensures that parking charges are issued correctly and that motorists retain the right to an independent appeals process should they believe a charge has been issued in error.

In addition to its DVLA accreditation, the IPC is proud to hold ISO 9001 certification, reflecting its commitment to quality management and continuous improvement.

The IPC's objective is clear: A system that works fairly for motorists, operators, and landowners alike, fostering confidence and integrity across the sector.

Code of Practice

The implementation of the sector single Code of Practice is a significant step for the private parking sector. It is based on the Government's proposed Code and intentions, but strengthened and updated based on real-world experience. The Government's original Code was developed following extensive discussion and collaboration with the trade associations, consumer groups, and motorists.

The introduction of a sector single Code has created greater consistency as the sector now operates under one unified standard, creating benefits for motorists and the sector. Although the government's Code was later withdrawn, the sector's two trade associations continued the work, updating the Government's version and implementing it swiftly, ensuring that motorists benefit from increased clarity and consistency now, rather than waiting for government action. Following the implementation of the Code, the Private Parking Scrutiny and Advice Panel ("the Panel") was then established in January 2025. The Panel's role is to provide impartial oversight over the Code, ensuring it raises standards for consumer.

The Code introduces a series of key changes designed to enhance protection, fairness, and consistency for motorists across the UK. Among these is Annex F, which establishes an Appeals Charter, allowing motorists to settle a first-time less serious errors at a reduced rate of £20. The Code also mandates improvements to signage and sites. Requiring all new signage to be clear, consistent, and compliant with new national standards set out in Section 3 of the Code. In early 2025, following concerns raised about what became known as the “five-minute rule”, updates to the Code were implemented, resulting in Version 1.1, which became enforceable on 17 February 2025. This responsive, evidence-based amendment process reflects the Panel and the sector’s commitment to continual improvement and accountability.

Membership

The IPC offers a range of membership options for companies, organisations, and individuals who manage private land, or work in partnership with the sector. Each different membership type undergoes a different series of checks and or audits, ensuring operational standards and protecting against rogue traders and non-compliance.

Accredited Operator Scheme (AOS) Members parking operators who manage private land and must adhere to the Code to request registered keeper data from the DVLA. All AOS members have passed a series of pre-membership checks, and an annual audit, as detailed in “Governance, Audits and Compliance”.

Accredited Service Providers (ASP) Members Organisations that provide essential services to AOS members. All ASP members have passed a thorough audit to ensure that their services are compliant with the code. Further details of this process are provided in “Governance, Audits and Compliance”.

Accredited Airport Parking Provider (AAPP) Scheme Created to combat rogue traders and protect consumers across the airport parking sector. Providers must undergo a rigorous audit and adhere to strict operational standards.

Higher Education (HE) Members represent universities and colleges managing parking on campus, ensuring compliance and fair practice. Higher Education members would also need to be an AOS member, and complete the AOS audits and checks as covered in Governance, Audits and Compliance.

Corporate Members Organisations that provide products and services within the parking sector including surveillance cameras, signage printing, and payment providers. The IPC also has the option to become a Corporate Plus member, which has additional benefits, including but not limited to a stand at the IPC annual conference.

IPC Membership

On 30th September 2025 the IPC's membership program boasted **176** Members in total, including **109** AOS members and **14** ASP members.

All Members: 176

- AOS Members: **109**
- Corporate Members: **32**
- Corporate Plus Members: **21**
- Accredited Service Provider: **14**

Governance

The IPC operates structured audit and compliance programmes. It includes multiple layers of checks designed to uphold high standards, ensure accountability, and promote fairness. The compliance program is designed to ensure that standards are met proactively through pre-emptive checks and maintained through annual surveillance audits. This ensures continued compliance by IPC members. Where necessary, the IPC applies sanctions to ensure adherence to the Code.

The IPC goes above and beyond the requirements of the Code by executing checks in addition to those required. These include site audits that extend beyond the standard site registration obligations, ensuring that our members follow best practices and that motorists across the UK feel the benefits that high standards deliver.

Below are the stages of the assurance model for AOS and ASP members.

Audits & Compliance

Pre Checks

Prior to any prospective AOS or ASP member being onboarded, they must pass the IPC's due diligence process. This process includes comprehensive checks on both the applicant company and any individuals with significant control. A series of background checks are completed, which includes but is not limited to:

- Verifying whether the applicant is, or has previously, been a member of the BPA.
- Cross-referencing against both the DVLA and IPC list of companies and individuals who have faced expulsion.
- A review on Companies House to identify any concerns, such as linked or dissolved companies.
- An open-source search (including Google) is performed to highlight any adverse or undesirable information relating to the company or its controllers.

Once the due diligence process has been completed, and the application has been accepted members are required to complete the New Member Certification process. This process forms the first step of the IPC's assurance framework, ensuring that only organisations meeting high standards of integrity and compliance are admitted to membership.

New Member Certification

New Member Certification for AOS Members

To achieve certification, the IPC conducts a series of checks to confirm that an AOS applicant meets IPC standards and requirements under the Code. As part of this process, the IPC carries out the following checks:

- The applicant demonstrates an understanding of the principles surrounding the private parking sector
- Confirms that insurance documents with sufficient coverage are in place
- Confirms the applicant is registered with the ICO and is able to process personal data
- Confirmation that the applicant has a Code compliant processes in place for:
Staff recruitment, identity checks and training
- Responding to appeals and complaints that meet Code requirements.
- The Notice templates used when enforcing parking charges have passed an IPC audit and are compliant with the Code.
- All correspondence templates used to resolve unpaid parking charges are checked to ensure compliance with the Code.
- Ensure that the applicant has a process in place to ensure that parking charge data is stored securely.
- Ensure that the applicant only issues parking charges on sites that have passed the IPC audit process, with signage that has also passed the IPC audit process and therefore meets the requirements of the Code.
- Ensure that applicants only use self-ticketers who have been successfully audited by the IPC
- That applicant has confirmed they are aware of their requirements to self-report any breaches of the Code.
- Applicants will only use accredited third parties to resolve any unpaid parking charges.

New Member Certification for ASP Members.

To achieve certification, the IPC conducts a series of checks to confirm that an ASP applicant meets IPC standards and requirements under the Code. As part of this process, the IPC carries out the following checks:

- The applicant demonstrates an understanding of the principles surrounding the private parking sector
- The applicant provides evidence that they have sufficient insurance coverage in place, including a check of documentation.
- Review evidence that the applicant is registered with the ICO to process personal data
- Confirmation that the applicant has a Code compliant processes in place for:
 - Staff recruitment, identity checks and training
- Responding to appeals and complaints
- All letter and correspondence templates used to resolve unpaid parking charges are checked to ensure compliance with the Code.
- The applicant has a data sharing agreements in place with operator(s).
- That the applicant have a process in places to ensure that parking charge data is stored securely.
- The applicant conducts data tracing compliant with the Code.
- That the applicant confirms they are aware of their requirements to self-report any breaches of the Code

Once an AOS or ASP organisation has passed certification, they become **accredited**, and in the case of an AOS member they are able to access DVLA Registered Keeper data to enforce parking charges. An AOS member may not enforce on a site until signage has been successfully audited and the site has successfully passed the IPC site audit process.

Sign Audits (AOS Only)

The IPC conducts audits of contractual terms and conditions signs and entrance signs before enforcement activity can begin on a site. These checks ensure that all signage complies with the Code. For terms and conditions signs, the IPC assesses whether the information presented forms a clear and contractually binding agreement with the driver. For entrance signs, the IPC verifies compliance with the requirements set out in Annex A of the Code.

Through these checks, the IPC ensures that motorists are presented with clear and accurate information when entering and remaining on private land. Where signage does not meet the standards required by the Code, it is failed and returned with comments, enabling necessary amendments to be made before it is re-submitted for audit. This process strengthens transparency, supports best practice, and provides greater protection for motorists.

Site Audits (AOS Only)

The IPC conducts site audits to verify that signage quantity and placement make obligations clear before a motorist chooses to park, and to ensure that site conditions reflect the contractual terms in place. As part of these checks, the IPC reviews evidence demonstrating that the operator has authority from the landowner to manage the site, along with details of any consideration and grace periods where applicable.

Through this audit process, the IPC ensures that signage is clear, accurate, and appropriately positioned, enabling motorists to understand their obligations fully when deciding where to park. This strengthens transparency, supports high standards, and promotes fairness for motorists.

No Stopping Audits (AOS Only)

Section 5.3 of the Code clarifies requirements for the use of no stopping zones on a site. For an operator to have the ability to implement a "no stopping" zone, the site must go through additional checks by their ATA. As part of this process, the IPC reviews the operator's evidence demonstrating why the site presents a risk to safety or security. If the evidence does not meet the criteria set out in the Code, the site is not eligible for "no stopping" enforcement.

Through these checks, the IPC ensures that no stopping zones are used only where justified, supporting site safety and preventing misuse of this enforcement tool. A typical example is the use of no stopping zones outside airports as part of anti-terrorism measures.

Self-Ticketer Audits (AOS Only)

The Self-Ticketer Audit ensures that only approved individuals or organisations are permitted to issue parking charges on behalf of an operator. As part of this process, the IPC carries out checks on identity and eligibility, and verifies that each individual

has accepted the practices they must follow in accordance with the Code.

These checks protect motorists from rogue self-tickers and ensure that the Code is consistently followed by everyone who has the authority to issue parking charges.

Annual Surveillance Audit

Annual Surveillance Audit

To ensure that standards and compliance is maintained, the IPC performs an annual surveillance audit for all AOS members, as detailed below. The annual audit is made up of 3 parts, the Office Audit, Parking Charge Audit and Complaints Audit.

Office Audit: The Office Audit forms part of the annual surveillance audit conducted to ensure that IPC members maintain high standards of compliance. This audit provides assurance that an operator continues to meet the requirements of the Code, operates with appropriate governance, and upholds practices that protect motorists and support sector integrity. Through these checks, the IPC strengthens accountability, promotes consistency across the sector, and ensures that motorists benefit from clear processes, secure data handling, and fair treatment.

As part of this process, the IPC's compliance team conducts a comprehensive review of the company's policies, procedures, and documentation, including:

- Appeals and complaints policies, ensuring they are compliant with the Code and that they state the correct timeframes.
- Sufficient insurance coverage and documentation. Including employer's liability, public liability, cyber cover, and indemnity insurance as required by a KADOE contract.
- Verifies that valid ICO certification and privacy notices are in place. Giving the member permission to handle personal data.
- A detailed assessment of the debt resolution process and related correspondence to confirm adherence to the requirements of the Code.
- A check of staffing procedures, ensuring identity checks, verification, recruitment processes and training.
- A check of policy and practices for Self-Reporting, Self-Tickers and Surveillance Technology.

- Accurate Training records are maintained and implemented in line with Section 18 of the Code.

By conducting these checks, the IPC ensures that members continue to operate to the high standards expected under the Code, providing motorists with clarity, protection, and confidence in the system.

Parking Charge Audit

The Parking Charge Audit forms part of the annual surveillance audit and provides assurance that parking charges are issued, managed, and resolved in full compliance with the Code. It allows the IPC to confirm that operators apply consistent, evidence-based, and code-compliant enforcement practices throughout the lifecycle of a parking charge.

As part of this process, the compliance team reviews the complete lifecycle of randomly selected parking charges issued within the previous twelve months, assessing each case from the point of issue through to the second-stage appeal. Each audit verifies:

- The site had successfully passed an audit before any parking charges were issued
- A detailed check of the evidence images to ensure they clearly demonstrate the breach and include the relevant signage
- That the notice is accurate, uses wording compliant with the Code, and is from the notice template that previously passed audit
- Whether the Protection of Freedoms Act (PoFA) was enacted and, if so, that all applicable timeframes were met
- How any appeals were handled, confirming that the motorist was given the opportunity to appeal to the Independent Appeals Service (IAS) and that any IAS appeal was dealt with appropriately and in accordance with the Code

Complaints Audit: As part of the annual surveillance audit, a sample of complaints is randomly selected and reviewed to assess compliance, timeliness, and professionalism. The IPC draws complaint samples, these include complaints from motorists, members of the public, journalists, Members of Parliament, and the DVLA.

The compliance team examines each case to ensure that:

- Responses were issued within the required timeframes in accordance with the Code.
- That all communications are thorough, accurate, and conducted in a professional tone.
- Where a complaint is closed, the compliance team checks that the complainant is provided with details of how to escalate their complaint to the IPC if they remain dissatisfied.

Findings from the annual audit can result in one of three possible outcomes, as detailed below.

Set outcomes of an annual surveillance audit

Recommendations for improvement: While not in breach of the Code, the compliance team identified areas for improvement to meet the highest standards. This is the best outcome a member can achieve.

Completed with minor non-conformance: Minor issues identified. The compliance team found minor issues, mostly administrative, that are in breach of the Code, but not severe enough to warrant further action. Part of this outcome includes required corrective action by the operator within a set timeframe. These will be reviewed by the compliance team.

Completed with major non-conformance: Any issues within this category automatically trigger the sanctions investigation scheme. Depending on the severity, this can lead to suspension, expulsion or sanction points.

Outcomes

Between 1 October 2024 and 31 September 2025, the IPC conducted a total of **89** office audits, **840** parking charge audits, and **246** complaint audits, assessing case handling, evidence chains, and overall compliance with the Code.

While the majority of IPC members met the standards required by the Code, a number of common issues were identified. Where minor non-conformances were discovered, members were required to implement corrective actions within defined timeframes, and each case was reviewed by the Compliance Team to ensure timely resolution. Of the audits completed during this period, the vast majority

demonstrated acceptable compliance, with only **one** resulting in a major non-conformance.

Of the audits that required recommended or mandated improvements, all were assigned specific corrective tasks and timeframes, which were met.

The most common issue identified related to notices that had not yet been updated to reflect the requirements of the new Code. In most instances, this involved outdated or inconsistent wording on parking charge notices. In practice, audits confirmed that motorists were granted the correct appeal and payment timeframes, even where the written notice did not yet reflect the updated Code.

Examples included:

- Omitting a statement confirming that the notice was issued on private land.
- Not stating that payment of the charge precludes the right to appeal.
- Failing to clarify that if an appeal is made within 14 days and subsequently rejected, the motorist then has a further 14 days to pay at the reduced rate.
- Not outlining that appealing to the IAS removes eligibility for the reduced amount.
- Using outdated templates that still stated 21 days to appeal rather than 28.

Other recurring issues included appeals and complaint handling errors, such as operators missing response deadlines or incorrectly categorising an appeal as a general complaint. While these findings were limited, they were/are being addressed through targeted guidance and structured follow-up reviews.

The IPC continues to hold its annual audit meeting with each member, providing an opportunity for open dialogue, feedback, and shared learning. These sessions have been well received by members, who consistently demonstrate a constructive approach to rectifying non-conformances and improving processes.

Governance

The IPC operates a clear and rigorous process for investigating potential breaches of the Code. When there is evidence or an allegation that the Code has not been followed, an investigation is launched.

This process demonstrates the IPC's commitment to ensuring that the Code has real authority and there is meaningful accountability behind its standards. Investigations may be triggered by a range of sources, including, but not limited to:

- Findings from surveillance or annual audits,
- Repeated non-conformances identified through ongoing monitoring,
- Complaints from motorists or members of the public,
- Concerns raised by the DVLA,
- Concerns raised by the press
- Concerns raised by a Members of Parliament.

All investigations are conducted in line with **Annex H** of the Code, which outlines how breaches are assessed and how sanction points are applied based on the severity and impact of the non-compliance.

Investigation Process

When an investigation is launched, it follows a set process:

1. **Launch of investigation:** The IPC formally notifies the operator of the matter under investigation, outlining the nature of the concern and the evidence received.
2. **Operator response:** The operator is asked to provide comments and supporting evidence within a specified timeframe.
3. **Review and determination:** The IPC reviews all evidence and responses against the requirements of the Code and Annex H to determine whether a breach has occurred, and, if so, its level of severity.

Once an investigation has been launched and completed, it leads to one of the following outcomes

Outcomes of an investigation:

- Closed with no corrective action required.
- Concluded and upheld, with corrective action imposed.
- Sanction points issued with corrective action.
- Suspension of a site or membership.
- Expulsion.

Where issues are serious or persistent, the IPC moves from advisory guidance to

formal sanction, ensuring that non-compliance is addressed decisively.

Outcomes of Investigations Conducted

During the reporting period, the IPC conducted 10 formal investigations. These involved repeated non-conformances, systemic process concerns, or matters referred by third parties such as the DVLA, motorists or Press. Each investigation resulted in an agreed corrective action plan and continued monitoring through to resolution, including, where necessary, expulsion.

Points awarded under Annex H:

If a breach is deemed to have sufficient severity, sanction points are awarded.

Points are awarded as follows:

- **Level 1 (2 points)** – administrative or minor non-conformances
- **Level 2 (5 points)** – repeated or serious breaches with limited impact
- **Level 3 (9 points)** – major or widespread breaches of compliance
- **Level 4 (Suspension or Expulsion)** – serious misconduct or actions that fundamentally undermine the Code

Investigations completed by month:

- December 2024 – 1
- January 2025 – 2
- February 2025 – 1
- March 2025 – 1
- May 2025 – 2
- June 2025 – 2
- August 2025 – 1

As a result of these investigations, the IPC issued a total of **17 sanction** points to members.

Suspensions

Suspensions are imposed where it is necessary to ensure corrective action is completed before an operator may resume enforcement activity. Depending on the nature of the case, a suspension may be applied during an ongoing investigation or following its conclusion.

Membership Suspensions may occur where it is necessary to ensure corrective action is completed before an operator may resume enforcement activity, access to DVLA data is withdrawn.

Site suspensions may also occur if a specific location or process is under investigation. During this period, no further parking charges may be issued at the site, and access to DVLA data for that site is withdrawn.

Possible outcomes of site suspension include:

- Closed with no corrective action required.
- Concluded and upheld, with corrective action imposed.
- Sanction points issued with corrective action.
- Suspension.
- Expulsion.

Member Suspension may also occur if a member is under investigation. During their suspension, no further parking charges may be issued by the member on any of their sites.

- Closed with no corrective action required.
- Concluded and upheld, with corrective action imposed.
- Sanction points issued with corrective action.
- Suspension.
- Expulsion.

Outcomes

As a result of investigations during this reporting period, **8 sites** and **4 members** were suspended following due process. In all applicable cases, reinstatement was conditional upon demonstrable compliance and, where appropriate, an independent re-audit.

Members Expulsion

Following the completion of the above investigations, the IPC moved to **expel 3 members** during the reporting period, ensuring these organisations no longer have access to DVLA data. This action underscores the IPC's firm stance on compliance, standards and accountability.

The IPC remains fully committed to maintaining the integrity of the sector and ensuring that all members uphold both the letter and the spirit of the Code.

Complaints

The IPC provides a clear and structured process for receiving and managing complaints to ensure that concerns are handled fairly, consistently, and within a timely manner. This process supports motorists, members of the public, MPs, press, and the DVLA in raising issues regarding IPC member practices, and ensures that all complaints are dealt with in line with the requirements of the Code.

How the IPC Resolves Complaints

When a motorist submits a complaint via the IPC's online complaints portal, the first step is to ensure that the operator has been given the opportunity to resolve the matter internally. The IPC's role begins once that stage has concluded.

If the motorist is still not satisfied, they can escalate their complaint to the IPC. The compliance team requests a copy of the motorist's original complaint and the operator's response. Once received, the IPC reviews the information and may request additional evidence or clarification from either party to confirm that the correct processes have been followed and to determine whether a breach of the Code has occurred.

This process ensures that many complaints are resolved by the operator and that the motorist has the ability to escalate a complaint if they are not satisfied with the operator's response.

Complaint Outcomes

Following review, each complaint is concluded under one of the following defined outcomes:

- **No Response:** The motorist has not provided the requested correspondence information within the set timeframes. The complaint is concluded, and the motorist has the option of opening a new complaint with the requested information

- **Appeal-Related:** The complaint relates to an individual parking charge appeal rather than a Code breach. In such cases, the IPC provides clear guidance on the correct appeals process.
- **No Merit:** The complaint has been fully reviewed, and no breach of the Code or procedural failing has been identified. The IPC provides feedback to the motorist, and the matter is closed.
- **Upheld:** The IPC has identified a breach of the Code or a failure in the operator's process. Corrective actions are required, and in some cases, a formal sanction investigation is initiated. Feedback is provided to both the motorist and the operator, and the complaint is concluded as upheld.

The IPC's approach to complaint handling is evidence-led and proportionate. Where breaches are identified, corrective actions are mandatory, and the IPC may open an investigation under the sanction process. To ensure consistency and continual improvement, the compliance team also samples complaint closures for quality assurance and learning across the scheme.

Complaints Received in 2025

During this reporting period, the IPC received **2,343 complaints** relating to members. Each complaint was categorised to ensure consistent handling:

- **Appeal-related (966):** The complaint related to the appeal or its handling.
- **No Response from Motorist (380):** The IPC issued guidance, but received no further response from the complainant after reasonable attempts to engage.
- **No Merit (964):** No breach of the Code or process failing was identified.
- **Upheld (33):** Breach identified; corrective action taken and, where appropriate, redress provided.

Additional Reporting

In **May 2025**, the IPC introduced a new system allowing complaints to be tracked by complainant type, enhancing transparency and data analysis as part of the IPC's ongoing commitment to continuous improvement. Representing a further step towards enhancing transparency and raising sector standards, this categorised reporting will continue into the next year, with full annual results to be published in the **2026 Annual Report**.

Between **May and September 2025**, the following breakdown was recorded:

- Motorist: 1140

- MP: 22
- DVLA: 1
- Surveillance: 4
- Press: 1

Findings

Analysis of complaint data received by the IPC during the reporting year has highlighted several areas for improvement. A key finding is that some motorists were contacting the IPC through the incorrect channels or trying to contact the IAS to appeal rather than using the correct channels available to them.

In response, the IPC is taking steps to improve signposting and the accessibility of information across its digital platforms. Enhancements to the IPC website will ensure that motorists can easily identify the correct route for their enquiry or complaint, reducing confusion and promoting more efficient resolution.

These improvements form part of the IPC's ongoing commitment to clarity, transparency, and continuous improvement in how motorists engage with the private parking process.

Policy & Engagement

The IPC engaged constructively with officials, parliamentarians and stakeholders during the reporting period, sharing operational insight and data to inform policy development. Our submissions emphasised:

- The role of an effective deterrent for keeping car parks orderly and available.
- Consistent consumer protection through clear signage and fair process.
- The need to address repeat abuse (offenders and evaders) without penalising compliant motorists and landowners.
- The importance of maintaining the level of the parking charge and the escalation fee.
- The importance of maintaining the independent appeals services.

In the UK, there are over **68.5 million parking events each day**. Data from 2022 shows that over 99.77% of these were compliant and without issue, while data from 2025 shows a slight decrease to 99.5% compliance. While this may seem a minor decrease, the impact is significant when considering the scale of parking events occurring daily across the UK.

The IPC believes this highlights the decreasing effectiveness of a deterrent and the need to assess the deterrent's cap in specific scenarios and locations. As part of the IPC's submission to the government's consultation during the summer of 2025, it was suggested that the level of the parking charge may need to be reviewed at locations where recorded non-compliance is high, such as large events, airports, and city centres.

Clear Signage and fair process: Clear signage is essential to ensuring that motorists have the opportunity to read and understand their obligations before choosing to park. The Code mandates that signage meet a new, elevated set of criteria; all new signage installed since 1 October 2024 must comply with these requirements.

As the sector implements these changes, motorists across the UK are already experiencing the benefits of clearer information, improved transparency, and greater consistency, reflecting the real life advantages delivered by the Code today.

Repeat offenders and evaders: A significant issue across the UK. Those who selfishly put their own convenience over the rights and needs of others. These individuals impact access to Blue Badge bays, Ambulance bays, residential parking and more. Data from **2023** shows that over 35% of parking charges are issued to repeat offenders. A concerning number that needs addressing. At present, repeat offenders are eligible for the discounted rate every time a parking charge is issued. The IPC asks if this is fair to the compliant motorist who follows the rules?

Maintaining the parking charge and Escalation Fee: The IPC strongly believes that enforcement should be covered by the non-compliant motorist. The reduced amount, parking charge and escalation fee are all linked; if you decrease one, you impact the others. Questions surrounding the level of the parking charge and the level of the escalation fee have been raised; the IPC argues strongly that both need to be maintained. Decreasing one or both would have a grave impact on levels of

compliance.

Maintaining the Independent Appeals Service: The IPC believes that the appeals service should continue to be funded by the sector rather than by government. The system, in its current form and funding structure, works effectively. In a move to achieve greater clarity the sector is taking steps to create greater consistency between the two independent appeals services.

Focus for 2026

The IPC remains optimistic that 2026 will mark meaningful progress toward the implementation of a government backed Code, an outcome the IPC fully supports and welcomes. Our organisation looks forward to continuing its work with government as the transition develops.

In parallel, the IPC will continue its work to strengthen insight, transparency, and data quality across the sector. The creation of a data sharing capability for all operators, in line with Clause 17 of the sector Code, establishes a strong foundation for evidence-based oversight. This data will be shared with government, providing valuable insight into trends, highlighting opportunities for improvement, and enabling decisions to be made on evidence rather than assumptions.

Support for motorists will also remain a priority. The IPC will continue to promote **www.247advice.co.uk**, developed in partnership with Barbour Logic, to provide clear guidance for motorists navigating parking charges and to help counter misinformation.

Finally, the IPC will maintain its focus on raising standards across the sector. Over the next year, this will include enhanced guidance for members, expanded online resources, and continued development work to support consistent improvement and sector-wide accountability.

Member Support & Training

The IPC provided ongoing advice to members on Code interpretation, evidence standards, and good practice in customer communications. Examples of training provided includes, but is not limited to:

- sign content
- evidence capture
- appeals handling
- complaint resolution

The IPC encourages, and sometimes mandates, its members to pass specific courses or training. The IPC encourages training from: The Training and Development Academy (TDA).

Acknowledgements

The IPC would like to thank the Steering Committee, Accredited Operator Scheme Special Interest Group, Accredited Service Provider Special Interest Group and The Technology Special Interest Group for their support and contributions over the last year. The IPC would also like to thank Consumer representatives, the DVLA, landowners, Government officials and our independent specialists for their collaboration over the year.

IPC ANNUAL REPORT

2024 – 2025

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