

ISPA believes for PoPLA to be fair – and be seen to be fair – that the decision maker in each individual appeal should be named. This was the practice whilst PoPLA was run by London Councils and is the practice under Ombudsman Services. A third provider, Wright Hassall, is also running the PoPLA scheme. Wright Hassall is dealing mainly with cases which were adjourned until the decision in Parking Eye Limited (Respondent) v Beavis (Appellant) [2015] UKSC 87.

At the present time Wright Hassall is not naming the decision maker. The firm is considering ISPA's request that the decision maker be named but has raised legitimate concerns about staff welfare and practical implications. ISPA believes these concerns can be overcome as they were by London Councils and Ombudsman Services. ISPA can, however, only make recommendations to Wright Hassall it cannot compel it to follow those recommendations.