



2024-25 Annual Report

North Essex Parking Partnership



Councillor Paul Honeywood

Joint Parking Committee Chair

This year, the North Essex Parking Partnership (NEPP) has continued to demonstrate resilience and innovation in the face of ongoing financial pressures and sector-wide challenges. Despite these external factors, our teams have remained focused on delivering high-quality, community-focused parking services across North Essex.

2024–2025 has been a year of transformation. We launched a new organisational structure designed to empower our people and improve collaboration, helping us to better serve our partner authorities and the public. Our commitment to modernising services was also reflected in infrastructure upgrades, including new parking machines and signage, and the expansion of paid parking schemes to improve traffic flow and availability.

One of the most impactful initiatives this year was our Beyond the Uniform campaign, which aimed to reduce aggression towards Civil Enforcement Officers by humanising their roles and promoting empathy. The campaign received national media attention and achieved a significant reduction in reported incidents, while also boosting staff morale and strengthening community relationships.

We've also celebrated professional achievements across the organisation, including national recognition for our leadership team and academic success for several colleagues. These milestones reflect the dedication and talent within NEPP and our ongoing investment in people and performance.

Looking ahead, we remain committed to data-led decision-making, expanding our services, and continuing to deliver value for money. We will build on the success of our campaigns, strengthen partnerships, and explore new opportunities to improve parking management across the region.

Thank you for taking the time to read this year's Annual Report. I hope you find it both informative and inspiring.

Councillor Paul Honeywood
Chair, North Essex Parking Partnership

Contents

P3	1 Service Overview
P4	2 On-Street Parking
P5	3 Off-Street Parking
P6-8	4 Parking Enforcement by Numbers
P9-13	5 Parking Education
P14-15	6 People & Performance
P16-17	7 Work Programme
P18	8 Accounts

Service Overview

The North Essex Parking Partnership (NEPP) is a council-run organisation which brings together all street-based parking in North Essex on behalf of Braintree, Colchester, Epping Forest, Harlow, Tendring and Uttlesford Councils.

Beyond the Uniform Campaign

Between January and March 2025, NEPP delivered the Beyond the Uniform campaign in Harlow, supported by funding from PATROL's Driving Improvement Award 2024. This pilot initiative aimed to reduce aggression towards Civil Enforcement Officers by raising awareness, promoting empathy, and highlighting the community-focused role of our officers. The campaign achieved strong results, including increased public understanding, a reduction in reported incidents, positive media coverage, and strengthened local partnerships.

On street parking

In 2024, new on-street paid parking schemes were introduced in Colchester and Epping Forest following consultation and formal approval. These schemes aim to improve parking availability and traffic flow in busy areas. Further proposals are now being explored in Braintree.

Transformation

June 2024 saw the launch of NEPP's new organisational structure - with a focus on being modern, resilient and collaborative, this new design is set to empower our teams and improve services across the board.

On-Street Parking

New on-street parking schemes introduced in Colchester and Epping Forest.

Following consultation, new paid parking areas were introduced in both Colchester and Epping Forest in November 2024.

At the July Joint Parking Committee meeting, several proposed sites were approved to move to formal consultation. This took place in late August and September, with only a small number of comments or objections received. These were carefully considered, and no issues were identified that would prevent the schemes from going ahead.

The Traffic Regulation Orders were confirmed, and the new "pay and display" bays went live on 18 November 2024. These spaces help manage parking demand, improve availability, and reduce congestion in busy areas.

Further sites in Braintree are now being looked at as part of ongoing work to support effective parking and traffic management across the region.

Applications and New Parking Scheme Orders

Over the past year, we received more than 150 enquiries, resulting in the implementation of 37 new parking schemes, 1 experimental order, and 3 temporary orders, including those supporting major events such as the Clacton Airshow. Additionally, the Essex Act was introduced at 9 locations.

From these enquiries, 14 new scheme requests are currently pending Joint Parking Committee (JPC) consideration. These will inform the development of next year's work programme. A further 48 applications remain on hold pending the receipt of additional information, such as community support.

We have worked collaboratively with partners including Essex Highways to determine responsibility for specific requests, ensuring efficient and appropriate responses.



Off-Street Parking

Besides managing the kerbside of our highway network, we also work with our partner authorities in Braintree, Colchester, Harlow, and Uttlesford Councils to operate their car parks; this section describes more about the work we carry out in car parks.

Upgrading Parking Infrastructure at St Mary's Car Park

In March 2025, NEPP supported Colchester City Council with the replacement of outdated parking machines at the St Mary's multi-storey car park. A total of nine older machines were removed and replaced with five new MS1-type IPS machines, alongside four retrofit upgrades. All new machines are equipped with 4G capability, ensuring continued service once the 3G network is phased out.

Tariff board updates in Uttlesford

This year, we've installed new car park tariff board and welcome signage for Uttlesford District Council. This signage is more customer friendly and highlight and encourage the use of MiPermit for payments.



Parking Enforcement by Numbers

On-street Penalty Charge Notices (PCNs) issued



60,335

Higher Level
PCNs issued



8,290

Lower Level
PCNs issued



68,625

Total
PCNs issued

PCNs paid	49,084
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Regulation 9 PCNs issued to driver/attached to windscreen	65,515
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Regulation 10 PCNs issued by post	1,546
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Regulation 11 PCNs issued from Park Safe cameras	1,564
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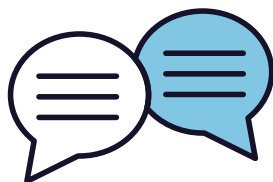
CONTRAVENTION CODE	REASON	TOTAL ISSUED
01	Parked in a restricted street during prescribed hours	16,740
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit	15,200
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	7,349
30	Parked for longer than permitted	5,267
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	4,515
23	Parked in a parking place or area not designated for that class of vehicle	4,003
47	Stopped on a restricted bus stop or stand	1,842
46	Stopped where prohibited (on a red route or clearway)	4,049
25	Parked in a loading place or bay during restricted hours without loading	1,534
45	Stopped on a taxi rank	704



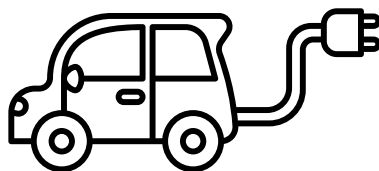
49 new parking schemes delivered



96.25% of PCN challenges and representations were done online



17.71% of overall PCNs were challenged at the informal stage



10 EV vehicles in operation

On-Street Permits issued	243,637
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Digital Resident Permits issued	9,663
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Digital Visitor Permits activated	230,760
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Digital Parking Dispensations issued	371
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Beyond the Uniform Campaign

NEPP launched the 'Beyond the Uniform' pilot campaign in Harlow, Essex, from January to March 2025. Funded by PATROL's Driving Improvement Award 2024, the campaign aimed to reduce violence and aggression towards Civil Enforcement Officers (CEOs) by humanising staff and shifting public perception from enforcement to empathy and community service.

The campaign was built around four key pillars:

- Shining a Spotlight on the individuals behind the CEO role.
- Championing Empathy by sharing personal stories and challenges.
- Transforming Perceptions to counter negative stereotypes.
- Encouraging Respect through open dialogue and understanding.



P BEYOND the UNIFORM

**73% REDUCTION
IN REPORTED
INCIDENTS**

Find out more 

PARKING
NORTH ESSEX

In partnership with
PATROL
Parking and Traffic Regulations Outside London

**PLEASE
RESPECT
OUR STAFF**

These were supported by consistent messaging that highlighted the consequences of aggression, the value of the CEO role, and the humanity of frontline staff. The creative concept used vibrant visuals and real-life stories to engage the public, with messages such as “Beyond the uniform, I’m a carer for my mum” and “I’ve saved lives with CPR.”

Delivery and Community Engagement

Despite a reduced budget and condensed timeline, NEPP delivered a wide-ranging campaign using:

- Media and PR activity
- Bus and social media advertising
- Posters, postcards, and editorial features
- A dedicated campaign webpage
- Internal communications and a staff competition
- Pop-up community engagement events

Three pop-up events were held in Harlow’s Harvey Shopping Centre, where CEOs engaged directly with 375 members of the public. These events allowed officers to explain their roles and share the personal impact of abuse, fostering empathy and understanding.



Media Coverage and Reach

The campaign received exceptional media attention, including:

- 19 media features across local, regional, and national outlets
- Coverage on BBC Radio Essex, BBC Look East, and BBC Breakfast
- A double-page spread in Harlow Council's resident magazine, reaching 42,000 households
- 748,573 social media impressions and 941 clicks to the campaign webpage
- 577,000 bus advertising impacts in Harlow
- Internal communications reaching over 7,000 staff and councillors

This widespread coverage helped sustain momentum and broaden the campaign's reach beyond Harlow.

Measurable Impact

The campaign achieved a 73% reduction in reported incidents of abuse towards CEOs in Harlow compared to the same period in 2024, and a 60% reduction compared to 2023. NEPP-wide, there was a 23% decrease, suggesting the campaign's influence extended beyond the pilot area, likely aided by regional media coverage.



Our bus advertising campaign delivered massive exposure, helping us connect with the community and drive brand recognition.



Meet Kate, a devoted daughter and a hardworking part-time student.

577,000 MOMENTS WHERE OUR BRAND WAS SEEN AND REMEMBERED ON THE MOVE!



Meet Tony, a husband with a creative side, who enjoys expressing himself through painting.

WE CONNECTED WITH **375** PEOPLE AT OUR POP-UP COMMUNITY EVENTS-REAL CONVERSATIONS, REAL IMPACT!



Staff Morale and Wellbeing

Staff engagement with the campaign was high. Many officers felt heard, valued, and supported, particularly those who shared their stories. The campaign contributed to a more positive workplace culture and improved morale. It also encouraged staff to report incidents and reinforced NEPP's zero-tolerance stance on abuse.

NEPP leadership believe that the campaign's success has laid the groundwork for continued efforts to support staff wellbeing and retention.

Partnership Working

The campaign was a collaborative effort between NEPP and Brighton and Hove City Council, with support from PATROL, Harlow Council, Essex Police, and various partners.

This collaboration strengthened existing relationships and opened new avenues for future joint initiatives. Other local authorities have expressed interest in adopting the campaign, recognising its adaptability and impact.

Next Steps

NEPP plans to:

- Expand community events to other districts
- Continue working with partners to raise awareness
- Maintain media engagement and explore further coverage
- Seek additional funding to replicate paid activities in other areas
- Target learner drivers in future phases
- Share campaign materials at sector events and with PATROL members

The campaign materials have been white-labelled for national use, and NEPP is preparing a catalogue of designs for broader distribution.

‘Beyond the Uniform’ has been a transformative initiative for NEPP, its staff, and the wider community. It successfully raised awareness, reduced incidents of abuse, and improved staff morale. The campaign’s human-centred approach resonated strongly with the public and demonstrated the power of storytelling in public service communications.

“Many officers felt heard, valued, and supported, particularly those who shared their stories”

NEPP is committed to building on this success and continuing to foster respect, empathy, and safety for its frontline staff.



I'M KEEPING ROADS CLEAR FOR EMERGENCY SERVICES

Steve,
Parking Officer, Hospital Volunteer, Guitarist

In partnership with
PATROL
Parking and Traffic Regulations Outside London

BEYOND the UNIFORM

PLEASE RESPECT OUR STAFF



People & Performance

Encouraging Ideas, Celebrating Success.

At NEPP, our people are at the heart of everything we do. Throughout 2024, we continued to invest in staff development, celebrate achievements, and promote a culture of collaboration, innovation, and open communication. These efforts help ensure we continue to deliver high-quality services for the communities we serve.

Listening to Our Teams

To support continuous improvement, we introduced the NEPP Suggestion Box – an easy-to-use, anonymous online platform that allows colleagues to share ideas and feedback directly with the leadership team. This initiative has already influenced a number of positive changes, giving all staff a clear route to contribute to the way we work.

National Recognition

In July 2024, our Head of Parking, Richard Walker, was appointed President of the British Parking Association (BPA). This prestigious national role reflects both Richard's leadership and NEPP's growing influence within the sector.

Jake England, at the time Group Operating Manager and now Interim Head of NEPP, also represented NEPP at a national level as a member of the BPA Council of Representatives, further raising our profile and impact.

Celebrating Professional Achievement

We are proud to congratulate Danielle Wood and Jake England, who both achieved First Class Honours degrees in Business and Management in 2024. Their dedication to personal and professional growth sets a strong example across the organisation.

We also recognised and commended 10 Civil Enforcement Officers in 2024 who successfully completed their City & Guilds qualifications. Their commitment contributes to maintaining the high standards of service that our communities expect and deserve.

Championing Our Shared Values

Our NEPP Staff Charter outlines the values and behaviours we strive to uphold as colleagues and in our work with the public. In a recent staff survey, 56 percent of participants said the Charter required no changes, while 44 percent offered thoughtful suggestions for how it might evolve. These insights are now being used to refresh the Charter and ensure it continues to reflect who we are and what we stand for.



Innovative Recruitment

Our innovative recruitment campaign was featured in the June 2024 issue of Parking News, highlighting the creative teamwork and collaboration that brought it to life. This national recognition reflects the dedication of our Civil Enforcement Officers, communications team, and leadership working together to attract and retain talent.

Transformation and New Structure

In June 2024, the NEPP launched a new organisational structure as part of our ongoing Transformation Programme. Designed to complement the modern business environment and enhance our resilience and collaboration, the structure empowers our teams and supports improved service delivery across the Partnership area.

Recognising Excellence

This year, we extended our Star of the Month recognition scheme across all NEPP teams. Staff are nominated by their colleagues for exceptional contributions, whether through excellent service or going the extra mile. This initiative continues to strengthen morale and acknowledge the positive impact of our people.

Together, these initiatives are helping build a smarter, stronger, and more people-focused NEPP.

Work Programme

Our future aims will help shape our work for the coming financial year. Here is a taster of the projects that we will be focussing on.

Beyond the Uniform

We plan to continue promoting our Beyond the Uniform campaign across the whole Partnership area, joining and supporting PATROL (Parking and Traffic Regulations Outside London) with their national launch of the initiative later in the 2025 calendar year.

Paid Parking

We plan to continue upgrading limited waiting parking restrictions in the Partnership area to paid parking places. These upgrades are essential to ensuring the NEPP offer best value for public money by reducing illegal parking, promoting turnover, and improving kerbside parking availability for motorists.





Essex County Council Country Park Car Parks

We anticipate taking responsibility for the parking management of Essex County Council's (ECC) country park car parks in the Partnership area, expanding our off-street parking partners. This includes the Cudmore Grove Country Park in East Mersea and the Great Notley Country Park in Great Notley.

Park Safe

We plan to review our Park Safe Schools initiative, where we use approved devices (static CCTV traffic enforcement cameras) to monitor school (yellow zig-zags), bus stop/stand, and red route clearway restrictions outside schools and issue Penalty Charge Notices, if we believe a contravention has occurred. This initiative was previously postponed with the commitment to review the initiative once the NEPP recovered from the financial deficit on the reserve fund.

Data-led Decision-Making

We plan to continue using the various forms of data and information available to improve our products and services and offer best value for public money. We are committed to delivering a modern, resilient, and collaborative experience for residents, businesses, and visitors parking in the North Essex area.

Accounts

2024/25 Out turn	2024/25 Budget £	2024/25 Actual £	2024/25 Variance £	2025-26 Draft Budget £
EXPENDITURE				
<i>Employee Costs (Direct)</i>				
Management	133,397	164,200	30,803	159,322
CEOs & Supervision	1,724,425	1,558,748	-165,677	1,781,630
Back Office	388,800	428,060	39,260	444,975
Data Led Services	0	167,804	167,804	0
TRO's	282,300	250,787	-31,513	236,400
<i>Other Costs (Direct)</i>				
Premises / TRO	68,480	67,029	-1,451	98,650
Transport Costs (Running Costs)	48,425	78,813	30,388	61,030
Supplies & Services	452,390	408,399	-43,911	459,330
Third Party Payments	30,000	14,278	-15,722	19,350
Bad Debts	70,000	187,200	117,200	70,000
	3,198,217	3,325,318	127,101	3,330,687
INCOME				
Penalty Charges (PCNs)	-2,100,000	-2,069,087	30,913	-2,100,000
Parking Permits / Season Tickets	-1,036,500	-1,138,839	-102,339	-1,157,900
Parking Charges and Other Fees	-536,000	-490,403	45,597	-566,000
Other Income	-61,600	-159,274	-97,674	-1,500
	-3,734,100	-3,857,603	-123,503	-3,825,400
Direct Costs (Net)	-535,883	-532,285	3,598	-494,713
Corporate Overheads (Indirect)	430,245	414,382	-15,863	430,120
TOTAL COSTS	-105,638	-177,903	-12,265	-64,593



north.parkingpartnership.org