

A large, stylized white letter 'P' is positioned on the left side of the cover. The 'P' is set against a dark blue background and is partially enclosed by a white, angular shape that resembles a parking sign. The overall design is clean and modern.

2025-26 Annual Report

North Essex Parking Partnership



Councillor Paul Honeywood

Joint Parking Committee Chair

2025-26 was a year of strong performance, financial resilience and continued investment for the North Essex Parking Partnership (NEPP). We have maintained a stable and effective service while continuing to modernise our operations, invest in our people and deliver improvements that benefit our partner authorities and communities.

During the year, we introduced a new Traffic Regulation Order Policy and supporting guidance, completed a major upgrade of our payment terminal infrastructure, and responded to increasing demand for specialist Traffic Regulation Order services. Together, these achievements have strengthened the consistency, efficiency and effectiveness of parking services across North Essex.

We also continued to invest in frontline services, providing new handheld devices, body-worn cameras and vehicles to support our teams. Careful financial management has enabled the Partnership to strengthen its reserves while continuing to deliver value for money.

Beyond service delivery, our award-winning Beyond the Uniform campaign continued to receive national recognition, helping to promote greater understanding and respect for Civil Enforcement Officers while sharing best practice across the parking profession.

As we look ahead, we remain committed to delivering modern, customer-focused parking services, embracing innovation and preparing for future challenges and opportunities. I would like to thank our staff, partners and Joint Committee Members for their continued commitment and professionalism throughout the year.

Thank you for taking the time to read this Annual Report. I hope it provides a useful insight into the Partnership's achievements during 2025-26 and its ambitions for the future.

Councillor Paul Honeywood

Chair, North Essex Parking Partnership (2025-26)

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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.

A Year of Stability and Investment

2025-26 was a year of strong performance, financial resilience and continued investment. The Partnership outperformed budget expectations, strengthening reserves while maintaining a stable and consistent service.

During the year, we invested in new handheld devices and body-worn cameras for our Civil Enforcement Officers, completed the upgrade of our on-street payment terminals to IPS technology, and welcomed two new Local Enforcement Agency partners.

We also introduced a new Traffic Regulation Order (TRO) Policy, developed guidance for red routes, completed a record number of parking suspensions, and delivered more external TRO work than ever before.

During the year, the NEPP also became the first organisation to participate in the National Persistent Evader Database (NPED) trial, supporting innovative approaches to tackling persistent offenders and improving debt recovery outcomes.

Beyond parking enforcement, our award-winning Beyond the Uniform campaign continued through community engagement activities and received national recognition, being shortlisted for both the LGC and MJ Awards, as well as winning the Special Jury Award at the British Parking Awards.

Together, these achievements demonstrate the NEPP's commitment to delivering a modern, financially sustainable and customer-focused parking service for North Essex.

On-Street Parking

Enhancing on-street parking through innovation and investment.

New Policies and Guidance

During 2025-26, the NEPP introduced a new Traffic Regulation Order (TRO) Policy and developed supporting guidance for Red Routes and the Essex Act. Together, these changes have improved consistency, transparency and decision-making across the Partnership area.

Upgrade of Pay and Display Terminals

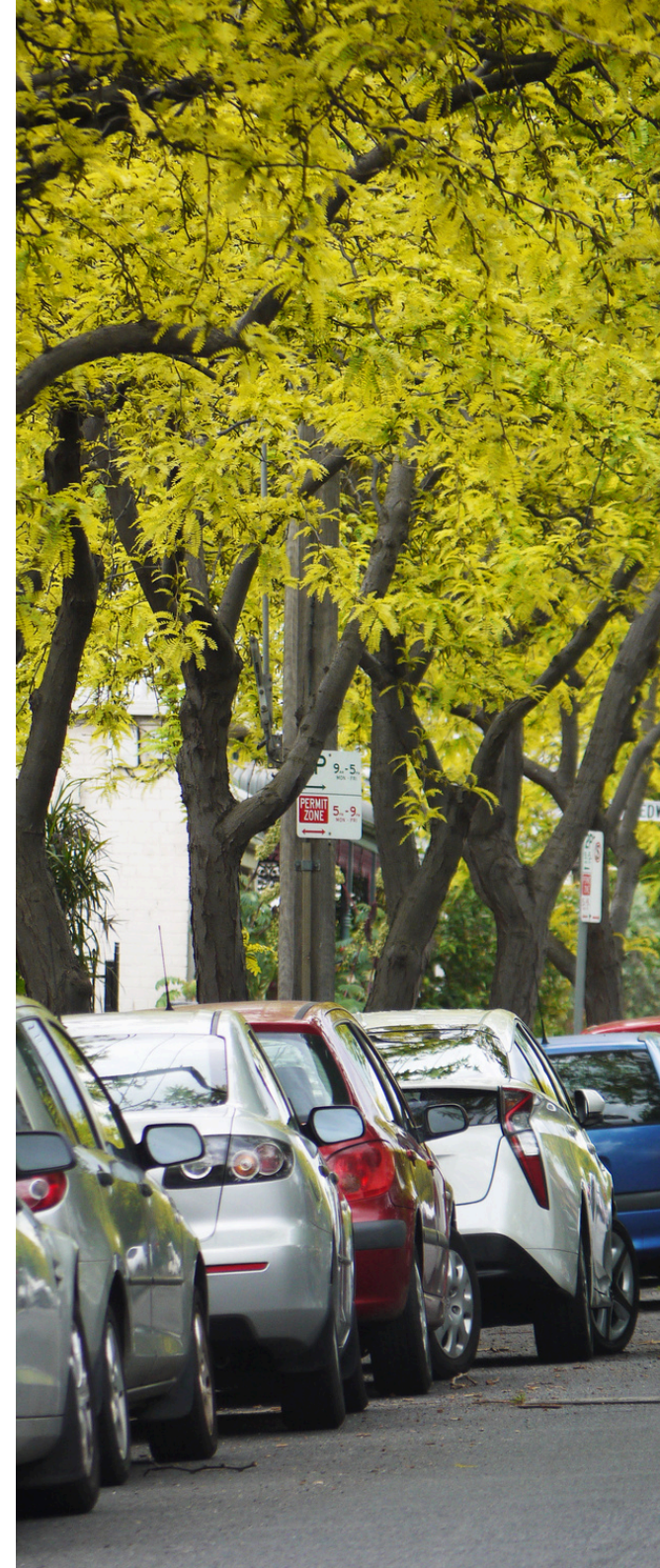
The NEPP completed the upgrade of their Pay and Display terminals across the partnership. This means that all pay and display technology is now under one supplier, enabling our Technical Team to work more efficiently and improving data collection and decision making.

Record Number of Parking Suspensions

The Partnership processed a record number of parking suspensions during the year, supporting major construction projects, utility works, events and local authority initiatives across North Essex.

Increased Demand for External TRO Services

Demand for specialist TRO services continued to grow throughout the year, with the NEPP completing more external Traffic Regulation Order work than ever before.



Technology and Innovation

Upgrading parking infrastructure to support future services.

IPS Upgrade Programme

During 2025-26, we completed the upgrade of our on-street payment terminals to IPS technology. This investment has aligned systems across North Essex and simplified reconciliation processes, creating a more consistent operational approach across the Partnership.

Supporting Future Digital Services

The new IPS platform provides a foundation for future integration with MiPermit, creating opportunities to reduce reliance on paper tickets, enable more efficient enforcement, and support our ambition for more environmentally sustainable parking services.

Colchester Coin Payment Removal

To support changing customer payment preferences and reduce operating costs, coin payments were removed from selected parking facilities in Colchester, encouraging the use of contactless and digital payment methods whilst maintaining customer accessibility.



Parking Enforcement by Numbers

On-street Penalty Charge Notices (PCNs) issued



63,343

Higher Level
PCNs issued



8,456

Lower Level
PCNs issued



71,799

Total
PCNs issued

PCNs paid	52,778
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Regulation 9 PCNs issued to driver/attached to windscreen	67959
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Regulation 10 PCNs issued by post	1961
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Regulation 11 PCNs issued from Park Safe cameras	2179
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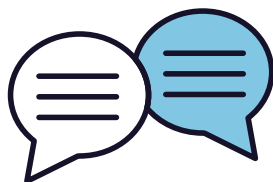
CONTRAVENTION CODE	REASON	TOTAL ISSUED
01	Parked in a restricted street during prescribed hours	19,045
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit	14,909
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	9,399
30	Parked for longer than permitted	5,244
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	4,440
23	Parked in a parking place or area not designated for that class of vehicle	4,187
47	Stopped on a restricted bus stop or stand	820
46	Stopped where prohibited (on a red route or clearway)	3,159
25	Parked in a loading place or bay during restricted hours without loading	1,673
45	Stopped on a taxi rank	955



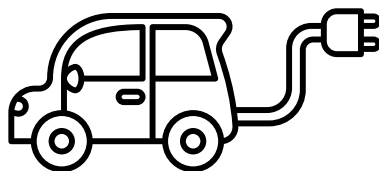
37 new parking schemes delivered



97.2% of PCN challenges and representations were done online



20.95% of overall PCNs were challenged at the informal stage



9 EV vehicles in operation

On-Street Permits issued (overall)	260,177
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Including Digital Resident Permits issued	9,745
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Including Digital Visitor Permits activated	158,530
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Including Digital Parking Dispensations issued	275
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Beyond the Uniform: A Lasting Legacy

While the Beyond the Uniform campaign launched in 2024-25, its impact continued to grow throughout 2025-26. The campaign's innovative approach to tackling abuse towards frontline enforcement staff received national recognition, being shortlisted for both the prestigious Local Government Chronicle (LGC) Awards and Municipal Journal (MJ) Awards.

Its success was further recognised at the British Parking Awards, where Beyond the Uniform received the Special Jury Award. Presented to a scheme, project or person that has particularly impressed the judging panel, the award recognised the campaign's creativity, sector-wide relevance and potential to deliver positive change beyond North Essex.

Building on this momentum, the NEPP hosted a national best practice session, sharing campaign insights and learning with representatives from 16 local authorities across the UK. Campaign materials were white-labelled and made available for use nationwide, enabling other authorities to adopt and adapt the initiative within their own communities.

As a result, Beyond the Uniform has evolved from a local campaign into a national resource for the parking profession. By promoting greater understanding, empathy and respect for Civil Enforcement Officers, the campaign is helping to create a lasting legacy that could benefit thousands of parking professionals across the country for years to come.



People & Performance

Encouraging Ideas, Celebrating Success.

Celebrating Success, Supporting Our People

At the NEPP, our people are at the heart of everything we do. During 2025/26, we continued to promote staff wellbeing, recognise achievements, encourage collaboration, and create opportunities for colleagues to connect and share success. These initiatives help foster a positive and supportive culture across the Partnership while ensuring we continue to deliver high-quality services to the communities we serve.

Celebrating Our People

Throughout the year, we continued to highlight the achievements, experiences and career journeys of colleagues through our regular Staff Spotlight feature. Shared through a number of communication channels, these profiles helped colleagues learn more about one another, celebrate professional achievements, and recognise the diverse skills and experiences that contribute to the NEPP's success.

Recognising Excellence

Celebrating the contributions of colleagues remained a key focus throughout the year. Staff achievements and success stories were regularly shared through internal communications channels, helping to recognise the dedication, professionalism and hard work demonstrated across all areas of the Partnership. The continued promotion of colleague achievements helped strengthen engagement and reinforce a culture of appreciation and recognition.

Bringing Teams Together

NEPP Day continued to provide an important opportunity for colleagues from across the Partnership to come together, celebrate achievements, strengthen relationships and share updates on the organisation's work and future priorities. The event remains a valued part of the NEPP calendar, helping to reinforce collaboration and a shared sense of purpose across teams working in different locations.

Planning for the next NEPP Day was also underway before the end of the reporting year, demonstrating the continued importance placed on colleague engagement and team connection.

Supporting Wellbeing

Supporting the wellbeing of our workforce continued to be a priority throughout 2025/26. Regular wellbeing communications, including the monthly Wellbeing Calendar, helped raise awareness of the support and resources available to colleagues while encouraging positive wellbeing practices across the organisation.



Investing in Our People and Technology

Financial stability has enabled the NEPP to reinvest in frontline services[GU1], with the introduction of new handheld devices and body-worn cameras for Civil Enforcement Officers. Three new vans were also purchased for the Technical Team, enabling them to complete coning, suspension and TRO jobs more efficiently. These investments improve operational efficiency, support officer safety and help ensure a consistent service for customers across North Essex.

Stability Through Success

A strong financial performance during 2025-26 placed the NEPP within touching distance of achieving the £400,000 reserve fund required under the Joint Committee Agreement. This milestone strengthens the long-term resilience of the Partnership, providing security and stability for both customers and staff while creating opportunities for future investment and innovation.

National Recognition

The success of our people and services continued to receive external recognition. During the year, the award-winning Beyond the Uniform campaign was shortlisted for the Campaign of the Year category at the 2026 Local Government Chronicle (LGC) Awards. This achievement recognised the collaborative efforts of colleagues and partners in delivering a campaign that raises awareness of the challenges faced by frontline parking professionals and promotes respect for those working in public-facing roles.

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.

Developing Our New Strategy

In early 2026, the NEPP developed a new Service Strategy for 2026-2030, approved by the Joint Committee in March, which sets out our vision for delivering modern, resilient and collaborative parking services while preparing for the future of local government in Essex.

Investing in Innovation

We will continue to invest in technology and smarter ways of working, improving customer access to services, supporting digital transformation and using data-led decision making to drive continuous improvement.

Strengthening Financial Resilience

Building on our strong financial performance, we will focus on maintaining long-term sustainability through effective resource management, reviewing fees and charges, strengthening debt recovery processes and exploring new commercial opportunities.

Supporting Our People

We will continue to invest in learning and development, ensuring our workforce remains skilled, adaptable and equipped to meet future challenges and opportunities.





Improving Debt Recovery

Building on work started in 2025-26, we will continue to strengthen our debt management and recovery processes, using new partnerships, technology and data-led approaches to maximise recovery rates and protect service income.

Working Together

Strong partnerships remain central to our success. We will continue to engage with local authorities, communities, suppliers and industry partners to improve services and support positive outcomes across North Essex.

Transforming Today, Preparing for Tomorrow

As local government reorganisation progresses across Essex, the NEPP will continue to provide a stable and effective parking service while preparing for the future and delivering value for the communities we serve.

Accounts

2025/26 Out turn	2025/26 Budget £	2025/26 Actual £	2025/26 Variance £	2026-27 Draft Budget £
EXPENDITURE				
<i>Employee Costs (Direct)</i>				
Management	159,322	257,119	97,797	162,805
CEOs & Supervision	1,781,630	1,745,231	-36,399	1,903,840
Back Office	444,975	460,514	15,539	465,900
TRO's	236,400	246,052	9,652	310,600
<i>Other Costs (Direct)</i>				
Premises / TRO	98,650	96,106	-2,544	70,525
Transport Costs (Running Costs)	61,030	102,509	41,479	62,480
Supplies & Services	459,330	573,797	114,467	464,195
Third Party Payments	19,350	19,315	-35	22,875
Bad Debts	70,000	16,689	-53,311	70,000
	3,330,687	3,517,332	186,645	3,533,220
INCOME				
Penalty Charges (PCNs)	-2,100,000	-2,338,895	-238,895	-2,155,000
Parking Permits / Season Tickets	-1,157,900	-1,242,224	-84,324	-1,280,700
Parking Charges and Other Fees	-566,000	-611,913	-45,913	-575,000
Other Income	-1,500	-71,811	-70,311	-700
	-3,825,400	-4,264,844	-439,444	-4,011,400
Direct Costs (Net)	-494,713	-747,512	-252,799	-478,180
Corporate Overheads (Indirect)	430,120	434,091	3,971	429,580
TOTAL COSTS	-64,593	-313,421	-248,828	-48,600



north.parkingpartnership.org