

Corporate Performance Reporting

Report Generated: August 2025

'Where Quality of Life Matters'



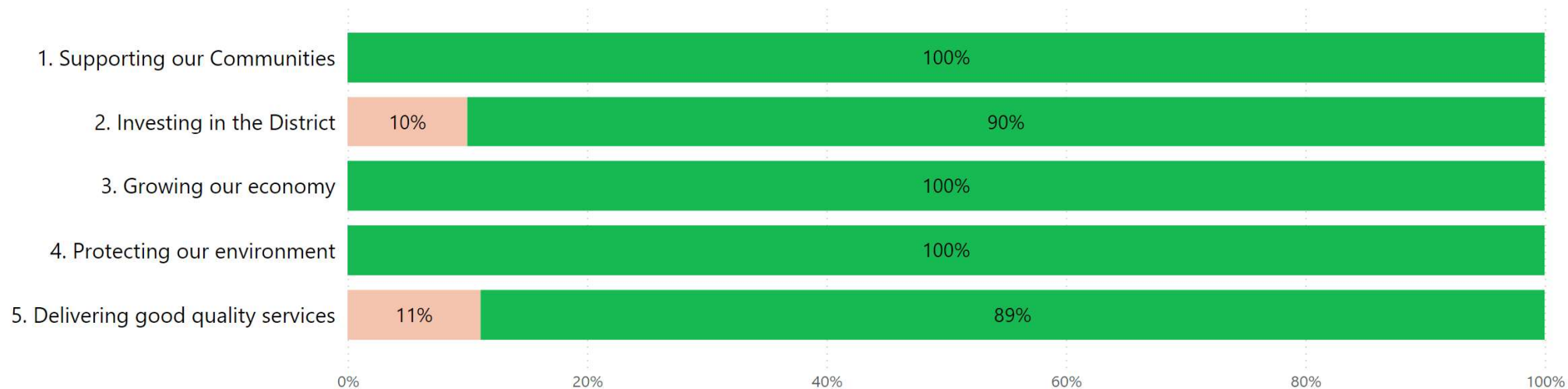
MALDON DISTRICT
COUNCIL

Priority & Indicator Overview

1. Supporting our Communities	2. Investing in our District	3. Growing our economy	4. Protecting our environment	5. Delivering good quality services
Ontrack	Ontrack	Ontrack	Ontrack	Ontrack

Indicator overview per priority

● Closer Monitoring ● Ontrack



Supporting our communities
indicators

6

Investing in our district
indicators

10

Growing our economy
indicators

10

Protecting our environment
indicators

12

Delivering good quality service
indicators

19

Priority - Supporting our Communities

RAG

Q1 25/26

Ontrack

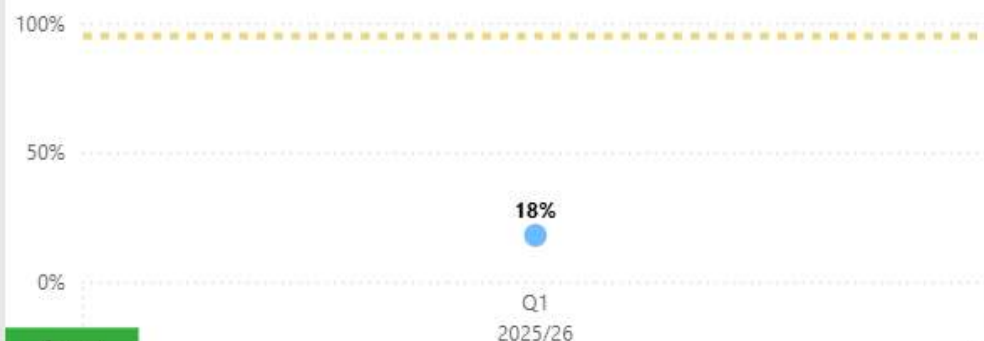
Overall, delivery against this priority is progressing well. Delivery of the One Maldon District Partnership action plan(OMDP) is on track but noting there are amendments to be undertaken in Q2 to align OMDP's work with the new community grant funding scheme. The first Asset Based Community Development(ABCD) case study is being developed as per the agreed timetable. Livewell funded activities are on track, as too is the delivery of partnership community events. Community safety actions are all on track.

Indicator	Status	Indicator Type	Responsibility
Delivery of One Maldon District, multi-agency partnership action plan including % of actions completed/on track to in year timescale	Ontrack	Deliverable	Influence
Initiatives that have been facilitated with Asset Based Community Development(ABCD) approach.	Ontrack	Deliverable	Control
Appropriate commission of physical and mental health activities/initiatives using the LiveWell funding. (% spend & How many did that deliver)	Ontrack	Measure	Control
Health & Wellbeing partner led opportunities delivered (incl attendance)	Ontrack	Measure	Influence
Community safety partnerships events delivered	Ontrack	Deliverable	Influence
Delivery of Maldon Community safety action plan	Ontrack	Deliverable	Influence

Continue to deliver the One Maldon District, 'multi-agency' partnership action plan. This already delivers our community festival U-fest and will deliver a 'Thriving Places' community engagement and funding scheme to local groups.

Delivery of One Maldon District, multi-agency partnership action plan including % of actions completed to in year timescale

Target: Quarterly plan progress & 95% completed to in year timescales



RAG Q1 25/26

Ontrack One Maldon District Partnership (OMDP) action plan remains work in progress as OMDP's grant delivery timeline is being aligned with the recruitment of new grant officer who will be in place by Q2 (July) and will play a key role in coordinating the grant funding process. 18% actions complete.

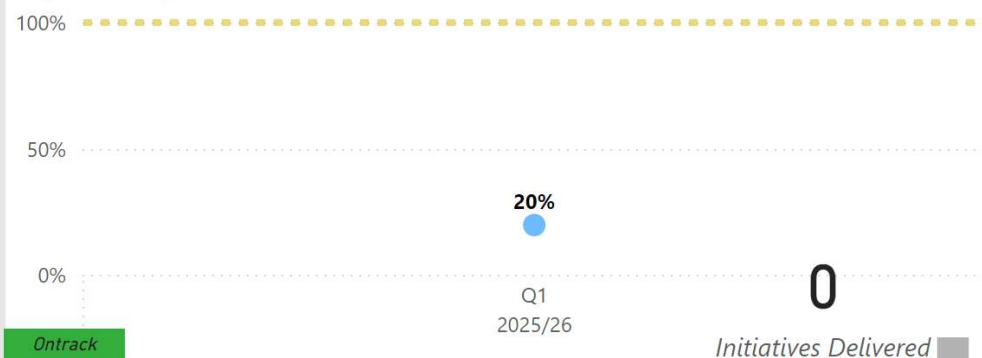
Using a resident and community engagement approach called Asset Based Community Development (ABCD) to roll-out health and wellbeing initiatives, and alliance funding to encourage and jointly deliver healthy activities.

KPI	RAG	Q1 25/26	Target
Initiatives that have been facilitated with Asset Based Community Development(ABCD) approach.	Ontrack	First case study is One Maldon District Partnership (OMDP) thriving places programme. This will be to demonstrate strategic approach to embedding Asset Based Community Development(ABCD). External researchers from Centre for Thriving Places are working with project leads to produce a qualitative evaluation in July 2025. ABCD case study will be informed by the evaluation report.	4pa

Coordinate physical and mental health activities working with our leisure services partners, voluntary, community and sports partners to help vulnerable residents' wellbeing, particularly for our older residents and families needing support.

Appropriate commission of physical and mental health activities/initiatives using the LiveWell funding.

Target: 100% Spend



RAG Q1 25/26

Ontrack Discussions with ECC team progressing well, confirmed an uplift in funding expected for the district. Coordination and dissemination of funding to be included in new grant officer responsibilities.

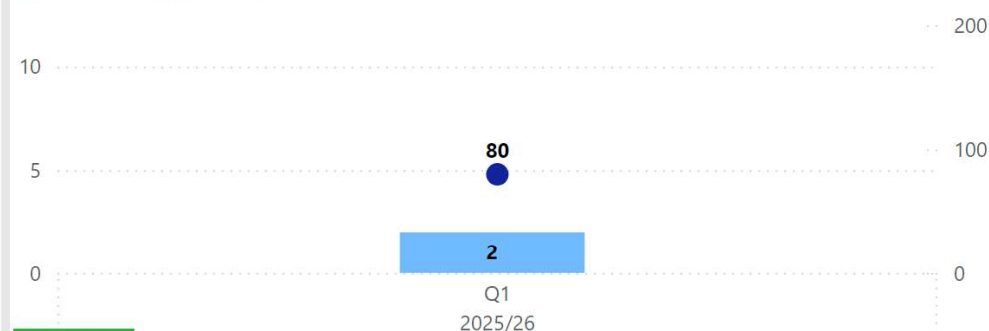
Delay in receiving this year's funding from ECC. Provisional expenditure of 20% of in-year budget agreed with grant applicants, and overall in-year budget remains on track.

Provide opportunities for residents to attend a community hub programme of events, and work with partners to promote information on a range of health and wellbeing topics, and cost of living help and support.

Health & Wellbeing partner led opportunities delivered and attended

Target: 10pa

● Events Held ● Attendance



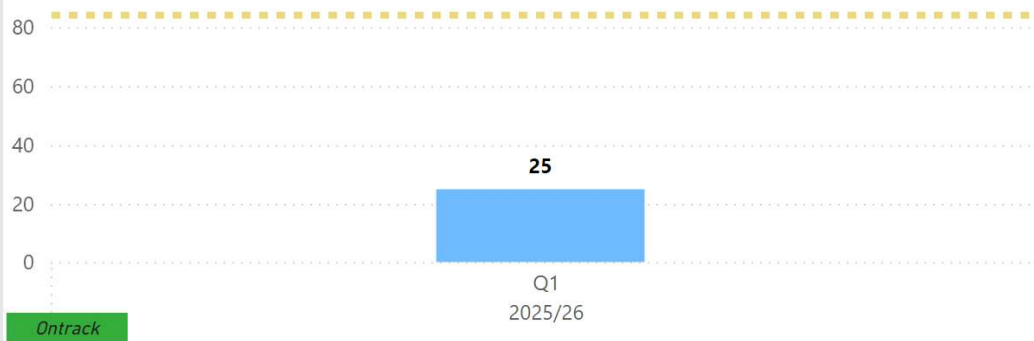
RAG Q1 25/26

Ontrack Two events held in Quarter 1:
 1) Health and Work event at Maldon Town Hall on 1st May, with 14 partners providing information and support for 30 attendees.
 2) Healthy Habit Hub for families and children at Blackwater Leisure Centre on 30th May, with 9 partners providing healthy activities support for 50 attendees.
 New Health Improvement Officer now in post and is planning more One Maldon District Partnership (OMDP) events across the district

Promote community safety initiatives that are delivered through our Community Safety Partnership programme.

Community Safety Partnerships engagements and activities

Target: 84pa



KPI	RAG	Q1 25/26	Target
Delivery of Maldon Community safety action plan.	Ontrack	Plan agreed detailing projects and initiatives planned for the year. Currently on target and delivering.	Delivery to plan actions & timescales

RAG Q1 25/26

Ontrack The following targeted Community Engagements have been delivered alongside partners:

- Op Sceptre: Test purchasing (knives, vapes, alcohol) on Maldon High Street; awareness raising on knife crime and child exploitation.
- Op Stronghold: Community policing and anti-social behaviour (ASB) engagement.
- Op Henderson: Targeted engagement at taxi ranks and train stations in the Dengie area to raise awareness of child exploitation.
- Police Engagement: "Let's Talk" sessions and bike marking events.
- Neighbourhood Watch (NHW): Hosting and facilitating meetings, sharing intelligence with Essex Police.
- Essex County Fire & Rescue Service (ECFRS): Multiple engagement events, including Safe and Well visits and joint days with SERP (Safer Essex Roads Partnership).
- Fall Prevention Hubs: Delivered in partnership with CSP (Community Safety Partnership) and CVS (Council for Voluntary Services).
- Skate Park Opening: Community event to launch the new facility.
- Make Space for Girls: Consultation on skate park shelter design.
- Engagement with Year 8 Students: Educational or awareness-raising event.
- Mental Health Engagement Event: Likely focused on youth or community wellbeing.

Priority - Investing in our District

RAG

Q1 25/26

Ontrack

Overall delivery of this priority is progressing well with majority of indicators reporting on track. Delivery of UKSPF programme, 25/26 events calendar and commercial projects are progressing well, along with internal and independent inspections of the play sites to support identifying maintenance & potential areas of investment. The timetable for the LDP review has been agreed and Council in June agreed two options to do further work on including highway modelling and site assessments. Regular funding meetings are still taking place with regard to S106. The 5 year housing supply indicator is reporting as 'Closer Monitoring' as it has yet to be agreed by Council. The Planning Policy Working Group(PPWG) has agreed a methodology update but this has to go to Council and does carry some risks with it that could impact on planning appeal decisions, these risks will be included in any Council report.

Indicator	Status	Indicator Type	Responsibility
Enable investments into our open spaces & leisure equipment	Ontrack	Deliverable	Control
Five Year Housing Land Supply	Closer Monitoring	Measure	Control
Comply with the timetable in the Local Development Scheme to deliver the Local Development Plan Review by 2027	Ontrack	Deliverable	Control
Work with partners to make a case for inward investment.	Ontrack	Deliverable	Influence
Work with partners to improve travel options and lobby for infrastructure	Ontrack	Deliverable	Influence
Monitor all S106 agreements including any delivery, and publication of the infrastructure delivery statement	Ontrack	Deliverable	Control
Delivery of UK Shared Prosperity Fund projects 25/26 (Linked)	Ontrack	Deliverable	Control
Deliver commercial projects & workplan as identified by Strategic Asset Working Group(SAWG)	Ontrack	Deliverable	Control
Delivery of 25/26 event calendar (direct delivery costs, income & economical impact)	Ontrack	Measure	Control
Development and Adoption of the Culture Strategy	Ontrack	Deliverable	Control

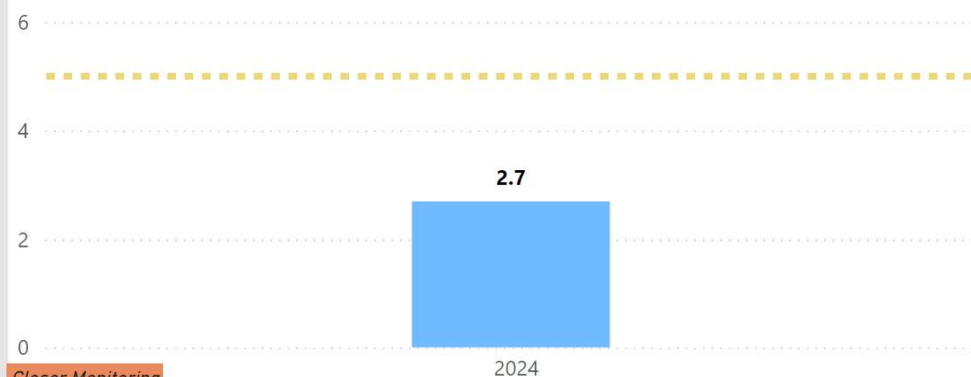
Investing in our assets to update and install leisure equipment and improvements to open spaces and parks.

KPI	RAG	Q1 25/26	Target
Enable investments into our open spaces & leisure equipment	Ontrack	<p>Regular play inspections are carried out on play sites to identify when equipment requires repair, maintenance or replacing. Funding is sort for any equipment that needs to be replaced. Work has begun to identify funding</p> <p>As well as the information gathered from the play inspections, an independent review of play areas will shortly be undertaken to help inform when we can expect equipment to require replacing, it will also provide us with a project plan of the works should funding become available to renew the play equipment. In the meantime a concept for a new play area has been designed for West Maldon, which is currently being reviewed</p>	<p>Maintain & enhance our parks and open spaces</p> <p>(Q1 Carry out regular play equipment inspections / Q2 Complete a project plan for the larger investment project, as required.</p> <p>Q3 Once agreed, implement the Promenade Park Management Plan</p> <p>Q4 Link the approved PPMP with the new culture and heritage strategy)</p>

Delivering an updated Local Development Plan

Five Year Housing Land Supply

Target: Minimum 5years



KPI	RAG	Q1 25/26	Target
Comply with the timetable in the Local Development Scheme to deliver the Local Development Plan Review by 2027	Ontrack	Following the Council meeting of the 17th June 2025 where it was agreed to test two options for growth work is now underway to do that. At the present time the timetable in the Local Development Scheme is being adhered to.	Delivery as per the published timescales & continuation of monthly Planning policy working group.

Work with partners to make a case for inward investment.

KPI	RAG	Q1 25/26	Target
Work with partners to make a case for inward investment.	Ontrack	<p>Following discussions with the NHS and a housing developer, a letter of concern and request for action was sent by the Leader to the Secretary of State for Health concerning delays in securing a new health centre for North Heybridge. This would utilise S106 contributions to invest in the construction of the centre.</p> <p>Officers have contributed to the development of the new Extraordinary Essex website and Greater Essex Property Market Review, which was launched at UKREiif. The publication is aimed at a real estate audience, including property developers and investors, and will help engage with these audience.</p> <p>Additionally officers are supporting the development of a North Essex - Gateway to Growth Brochure which will be used for promoting inward investment opportunities as part of the North Essex Economic Board partnership. This brochure is in the drafting stages and will be issued later this year.</p>	<p>Quarterly Progress</p> <p>(Quarterly progress updates to NEEB board & timely responses to inward investment queries)</p>

Working with partners to improve travel options and lobby for infrastructure

KPI	RAG	Q1 25/26	Target
Work with partners to improve travel options and lobby for infrastructure	Ontrack	Work has begun with Essex County Council on the brief for the Highway Modelling of the Options for Growth approved at Council on the 17th June 2025.	<p>Quarterly Progress</p> <p>(Attendance quarterly to partnership meetings)</p>

Ensuring effective negotiation and use of developer contributions

KPI	RAG	Q1 25/26	Target
Monitor all S106 agreements including any delivery, and publication of the infrastructure delivery statement	Ontrack	The Infrastructure Funding Statement(IFS) will be completed shortly and put on the agenda for the next Performance Governance & Audit Committee after that. Once approved it will be uploaded onto the Council website. The Government has just published a list of the 17% of Councils who have not published an IFS for 2022/23 - Maldon DC was not on the list	100% Implementation And Publish Yearly

Delivering a UK Shared Prosperity Fund Investment Plan

KPI	RAG	Q1 25/26	Target
Delivery of UK Shared Prosperity Fund projects 25/26	Ontrack	<p>MHCLG have approved the submission of UKSPF/REPF forecasting for 25/26. Projects are now being delivered/further developed.</p> <p>The 25/26 UK Shared and Rural England Prosperity Fund programme reported to Performance, Governance and Audit Committee for the first time on 5 June. This confirmed that all projects are on track with the remaining projects being scoped to be agreed imminently. Further update reports will be brought to Performance, Governance and Audit Committee throughout the year.</p>	<p>Delivery of Plan to timescale</p> <p>(Quarterly committee progress updates/Government returns submitted by November)</p>

Delivering commercial projects that benefit the district.

Delivery of 25/26 event calendar

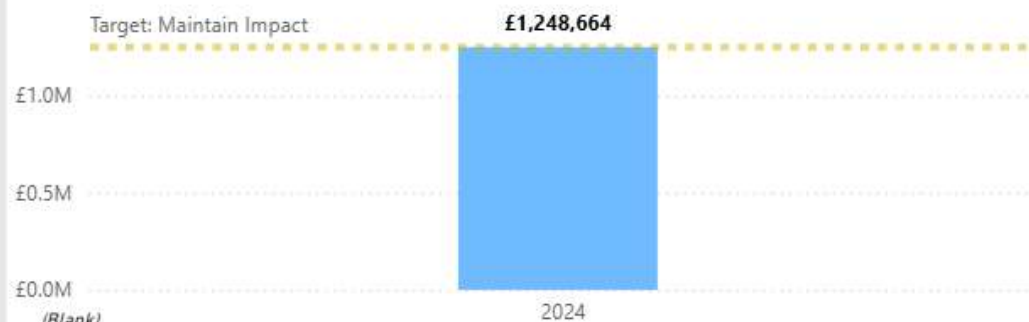
Target: Baseline delivery cost and income

Data will be available Q3/Q4

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Economic Value of Events

This is an approximate calculation of value brought to the Maldon District businesses through ticketed events only.



KPI	RAG	Q1 25/26	Target
Delivery of 25/26 event calendar	Ontrack	The events calendar continues to be delivered throughout the summer period with a pilot event (Christmas fair) expected in November/December 2025. Information is provided to members on events each month	Baseline data
Deliver commercial projects & workplan as identified by Strategic Asset Working Group(SAWG)	Ontrack	The strategic assets working group has met in March, May and scheduled to meet in July to further develop the projects and business cases deriving from this working group. In June a number of projects went forward to strategy and resources committee for funding approval which was approved allowing several projects to progress from concept to delivery. Details of each project are recorded and monitored within the Programme management Office and updates provided to the SAWG at each meeting. Projects have emerged for the groups as well as utilising the working group to provide a steer for a range of other projects included as part of the prom park management plan and rural England prosperity fund	Delivery to workplan timescales

Developing a new culture strategy

KPI	RAG	Q1 25/26	Target
Development and Adoption of the Culture Strategy	Ontrack	Following a robust procurement process, Cultural Engine have now been appointed as the consultants to support the development and delivery of the Culture and Heritage Strategy.	Adoption by Q4 25/26 (Commissioned in Q1 25/26)

Priority- Growing our Economy

RAG Q1 25/26

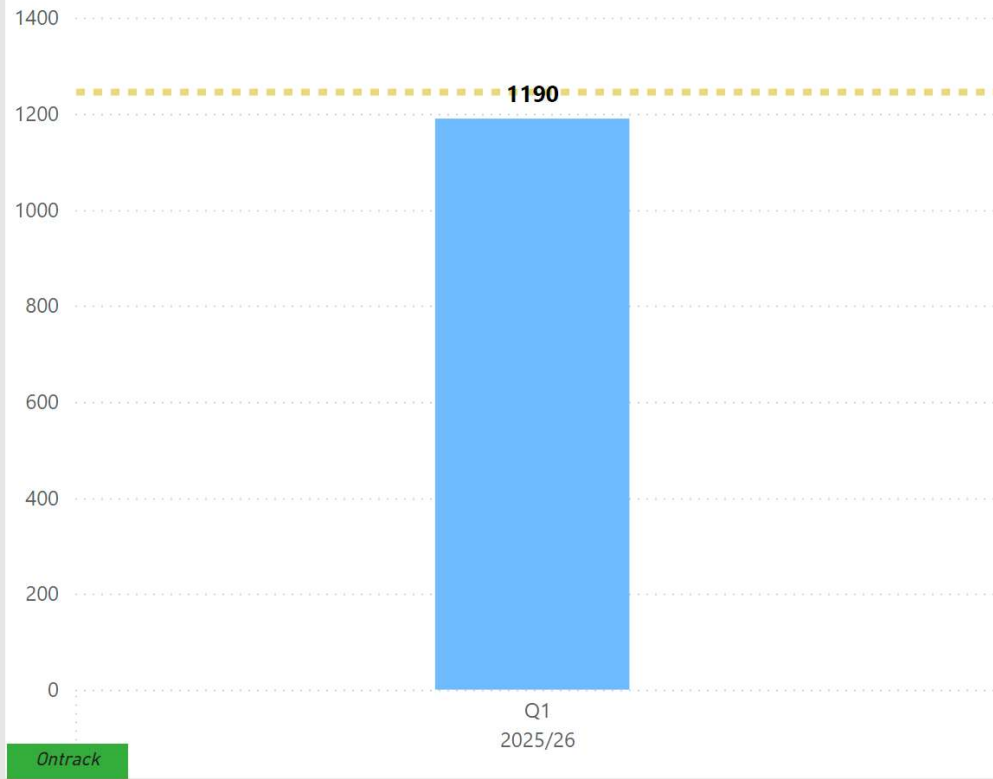
Ontrack Delivery of the priority and KPIs remain on track as evidenced by the statistical data in the report. The Supporting Local Business programme continues to sustain engagement with our business communities. Whilst not in person events took part in the first quarter, dates are scheduled for Q2. UKSPF and REPF delivery continue to be on track and detailed updates will be presented at PGA throughout the year. The marketing and communication campaigns for the year have been agreed by the team and include a mix of direct delivery and partnership opportunities. In April, the Saltmarsh Coast Walking Festival hosted its seasonal walks for Spring. 74 people took part on 7 walks across the district. The main festival dates have been set for 26th September to 5th October 2025 circa 41 walks plus evening entertainment being worked up. Tourism action plan for 25/26 has been agreed focussing on the themes of; Developing projects, Promoting tourism, Representing the area and Working with partners. Officers continue to support the development of the North Essex Growth plan which will develop alongside the Devolution work over the coming months.

Indicator	Status	Indicator Type	Responsibility
Number of business events (Delivered by supplier & partners)	Ontrack	Measure	Control
Total number of businesses reach by each activity (Delivered by supplier & partners)	Ontrack	Measure	Control
Total number of direct to business engagements distributed (business newsletter)	Ontrack	Measure	Control
Total number of subscribers to business communication channels (Delivered by supplier & partners)	Ontrack	Measure	Control
Opportunities for grants training and support within the direct to business engagement (business newsletter)	Ontrack	Measure	Control
Delivery of UK Shared Prosperity Fund projects 25/26	Ontrack	Deliverable	Control
Delivery of defined Tourism Group action plan.	Ontrack	Deliverable	Control
Number of campaigns delivered	Ontrack	Measure	Control
Reach of tourism social media platforms	Ontrack	Measure	Influence
Contributing to North Essex Council Growth plan.	Ontrack	Deliverable	Influence

Delivering the 'Supporting Local Business' programme to engage and support businesses across the district.

Total number of subscribers to business communication channels

Target: 20% Growth



3

Business Newsletters

Target: 12pa

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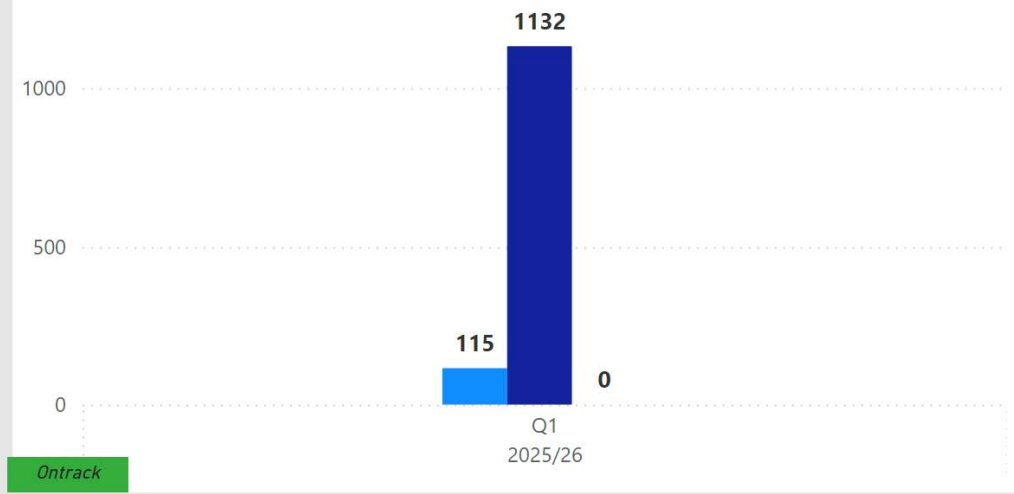
Business events

Target: 4pa

Total businesses reach by each activity

Target: Maintain Engagement

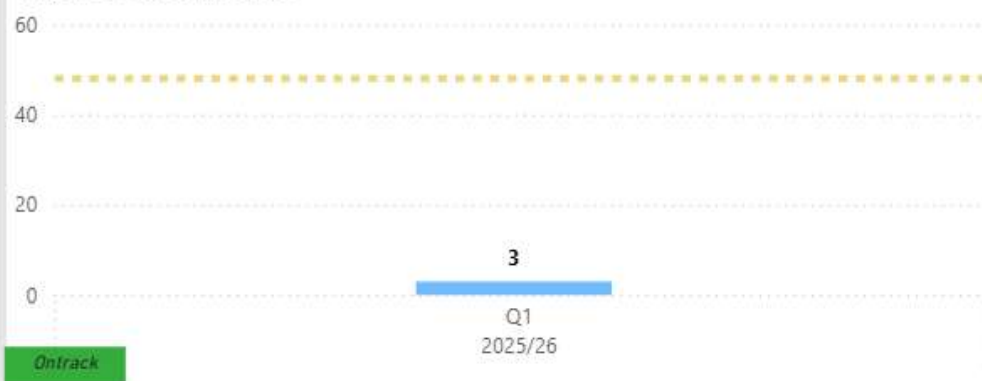
● Newsletter link clicks ● Newsletter Displays ● In Person Activities



Working with our partners to promote grants, training, and support schemes to local businesses and residents

Opportunities for grants training and support within the direct to business engagement

Target: 48 opportunities pa



Continuing to deliver the UK Shared Prosperity Fund investment plan

KPI	RAG	Q1 25/26	Target
Delivery of UK Shared Prosperity Fund projects 25/26	Ontrack	<p>MHCLG have approved the submission of UKSPF/REPF forecasting for 25/26. Projects are now being delivered/further developed.</p> <p>The 25/26 UK Shared and Rural England Prosperity Fund programme reported to Performance, Governance and Audit Committee for the first time on 5 June. This confirmed that all projects are on track with the remaining projects being scoped to be agreed imminently. Further update reports will be brought to Performance, Governance and Audit Committee throughout the year.</p>	<p>Delivery of Plan to timescale</p> <p>(Quarterly committee progress updates/Government returns submitted by November)</p>

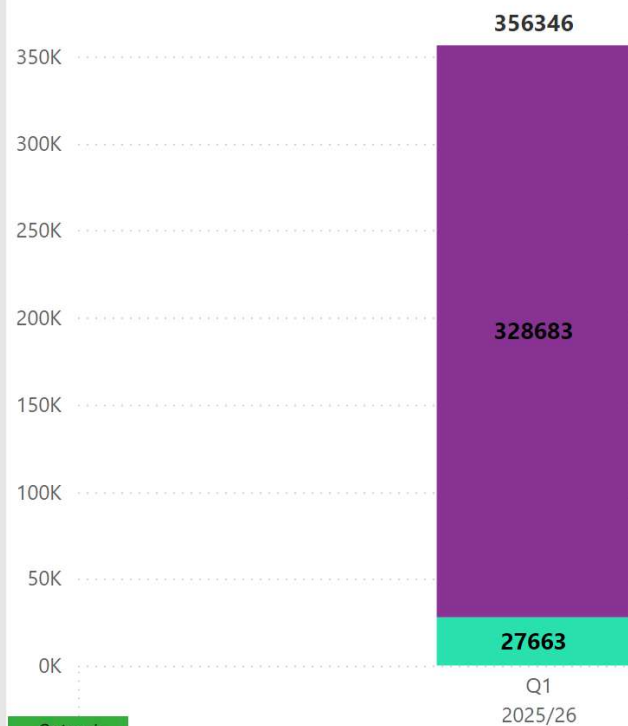
Delivering the Maldon District Tourism Group action plan

KPI	RAG	Q1 25/26	Target
Campaigns delivered.	Ontrack	The eight campaigns have been set for the year and grouped together in accordance with their activity to provide accurate monitoring data. The campaigns that have been progressed in Q1 are: - Saltmarsh Coast Walking Festival - Collaborative and Partnership Working - Events - Promenade Park	8 delivery per year
Delivery of defined Tourism Group action plan	Ontrack	The Maldon District Tourism Group met on 24 June for its first meeting of the new financial year. The Tourism Action Plan has reviewed and updated to ensure it reflects the needs of the sector and consumers. This has been approved by the Chair of the group, and will now be delivered throughout the year with officers also scheduling regular group meetings	Quarterly progress ((Q1) Setting 25/26 tourism action plan/ (Q2) Delivery of Saltmarsh Walking Festival / Ensure regular Tourism Group Meetings)

Reach of social media platforms

Target: Establish a baseline

Instagram Facebook



Ontrack

Working with our local authority partners to develop and deliver the North Essex Economic Board Strategy and the North Essex Councils' Growth Plan.

KPI	RAG	Q1 25/26	Target
Contributing to North Essex Council Growth plan.	Ontrack	<p>Officers attended workshops in Q1 to progress the North Essex Growth Plan Work. The document sets our themes, priorities and a list of projects which has been shared with the Chief Executives. It is also being mapped to the functions and powers of the future Mayor and Mayoral Combined Authority. MDC officers have provided input across the Spatial Planning, Jobs and Economy and Inclusive Growth themes, as well at the overall approach.</p> <p>The Growth plan is at a stage whereby enough information has been provided to shape a draft, this will align with Devolution work throughout the Summer. Unlikely to meet again to review until Sept.</p>	<p>Defined plan by Q4 25/26</p> <p>(Ensure MDC representation to each workshop)</p>

Priority - Protecting our environment

RAG Q1 25/26

Ontrack Delivery against this priority is progressing well, with all KPIs on track. The revised 2025–2028 Climate Action Strategy and Action Plan has been drafted, positively received, and is scheduled for consideration in October. Thirteen community climate initiatives were delivered in partnership in Q1. Carbon reduction work continues, with energy and fuel data being collated to support reporting and demonstrate progress. The Electric Vehicle Charging Strategy is in delivery. Climate and environmental training has reached 62% of staff. Maldon is supporting a renewable energy study with the North Essex Councils Climate Partnership. Waste and recycling initiatives are advancing, and 0.57 hectares of open space have been approved in planning applications. Air quality work also continues, including DEFRA grant evaluation and development of the 2025 Action Plan.

Indicator	Status	Indicator Type	Responsibility
Finalise and deliver the climate action plan.	Ontrack	Deliverable	Control
Reduction of accounted carbon emissions	Ontrack	Measure	Control
Support progress of Electric Vehicle Charging	Ontrack	Deliverable	Influence
Annual completion of Staff & Members training	Ontrack	Measure	Control
Collaborate with the North Essex Climate Partnership on proposals that support the Maldon District reduce carbon emissions	Ontrack	Deliverable	Influence
Number of community climate initiatives and engagements	Ontrack	Measure	Control
Percentage break down of waste & recycling	Ontrack	Measure	Influence
Total KG per household for residual, food and recyclable waste (excluding garden waste)	Ontrack	Measure	Influence
Delivery of simpler recycling programme	Ontrack	Deliverable	Control
Environmental enhancements secured through planning & enforcement services	Ontrack	Deliverable	Influence
Community reports investigated/resolved to preserve the local environmental	Ontrack	Measure	Control
Delivery of the Air Quality Management Area (AQMA) Action Plan	Ontrack	Deliverable	Control

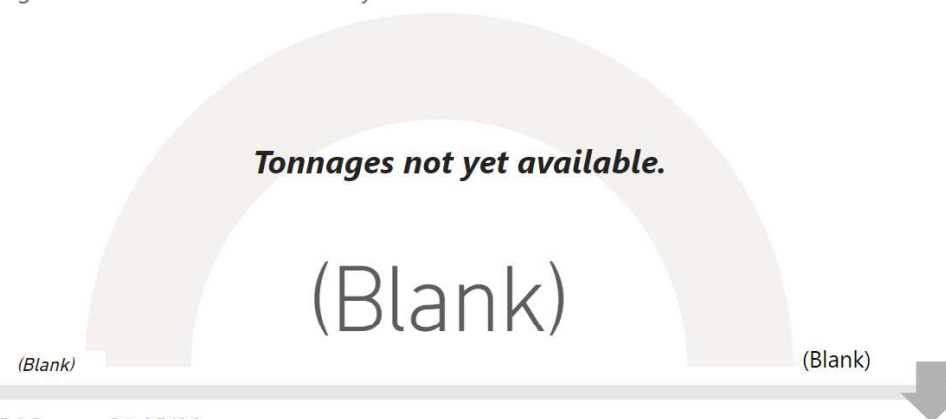
Delivery of Annual Climate Change Plan

KPI	RAG	Q1 25/26	Target
Finalise and deliver the climate action plan.	Ontrack	Climate Action Strategy and action plan (CASAP) drafted and presented to member working group, that was well received. Next will be an update to CLT and then the CASAP is due to go to Council in September 2025.	Quarterly progress to action plan timescales (Develop & adoption of new action plan & Progress reporting to net zero working group quarterly)

Taking steps to reduce the Councils 'Carbon Footprint'

Reduction of accounted carbon emission tonnage

Target : Reduction in emissions each year



RAG Q1 25/26

Ontrack	Currently compiling energy and fuel consumption data for our operations for 2024–2025. Freshservice requests for energy data have been completed. Some fuel records are handwritten and require manual entry into Excel, which is proving time-consuming. Once all data is gathered, officers plan to use the LGA Carbon Accounting Tool for reporting. This will help identify any carbon reductions compared to the 2022/2023 baseline.
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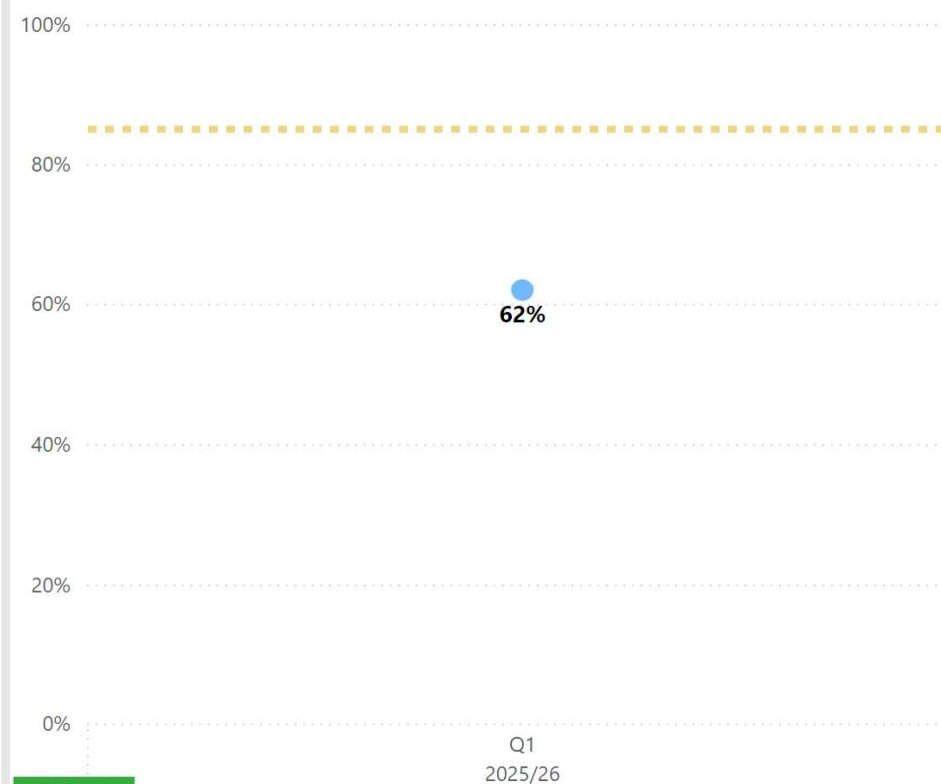
Supporting the implementation of the Electric Vehicle Charging

KPI	RAG	Q1 25/26	Target
Support progress of Electric Vehicle(EV) Charging	Ontrack	<p>EV strategy completed and adopted, now in delivery phase. Developing a Project-on-a-Page for public EV charging, including an options appraisal. Currently reviewing information provided by Essex County Council for the LEVI project. Mapping car park location and assessing car park sites. Attended a meeting with the Plume Academy regarding a potential site for EV chargers.</p> <p>EV charging points will be included in the leisure centre developments with instillation's at the Blackwater leisure centre and Dengie100. The timescales for delivery of this is not yet known.</p>	Quarterly progress

Training staff and members to become climate literate

Completion of staff & members Climate E-learning module: Introduction to climate change

Target : 85%



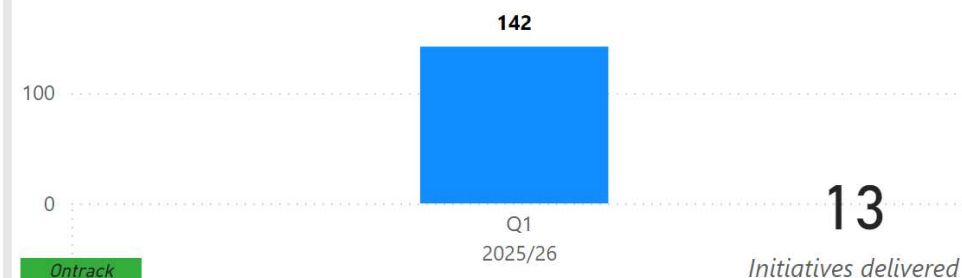
Working with North Essex Climate Partnership to reduce countywide carbon emissions

KPI	RAG	Q1 25/26	Target
Collaborate with the North Essex Climate Partnership on proposals that support the Maldon District reduce carbon emissions	Ontrack	Officers attended a workshop to explore the feasibility and financial viability of a North Essex energy generation project, focused on installing solar PV and other renewable energy technologies on council-owned assets across the region. Provided Maldon District Council's contribution to the feasibility study, which will be progressed by the Greater South East Net Zero Hub.	Quarterly collaboration

Helping our communities take climate action

Community climate initiative engagements

Target: 35 initiatives pa (baseline engagements)



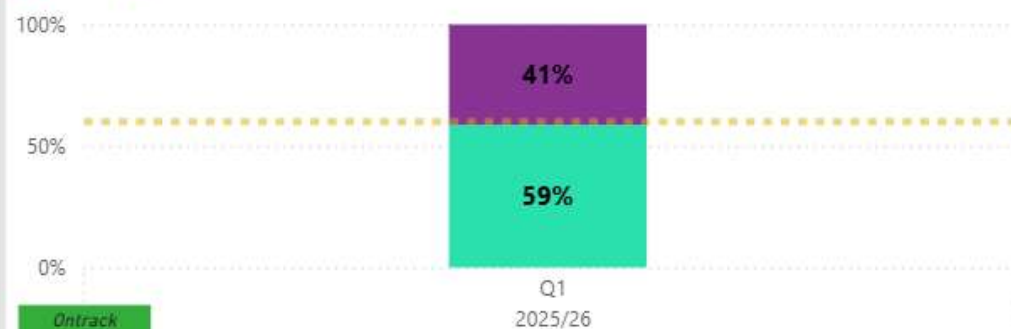
RAG	Q1 25/26	Target
Ontrack	<p>Email Campaigns: 6 targeted email engagements promoted 9 climate action initiatives, reaching 78 recipients and generating 12 responses.</p> <p>Climate Action Newsletter: A further 7 initiatives were promoted via the newsletter, which was distributed to 123 subscribers. It achieved a 60.16% open rate (74 opens), with 1 unsubscribe and no bounces.</p> <p>Community Engagement: 2 new Climate Action Friends</p> <p>Digital Platforms: 8 posts promoting 2 initiatives, Clean Air Day and Community Climate Action group recruitment, which had 54 interactions</p>	35 initiatives per year

Helping to reduce waste and recycling more

Percentage break down of waste & recycling

Target: Minimum of 60% Recycling

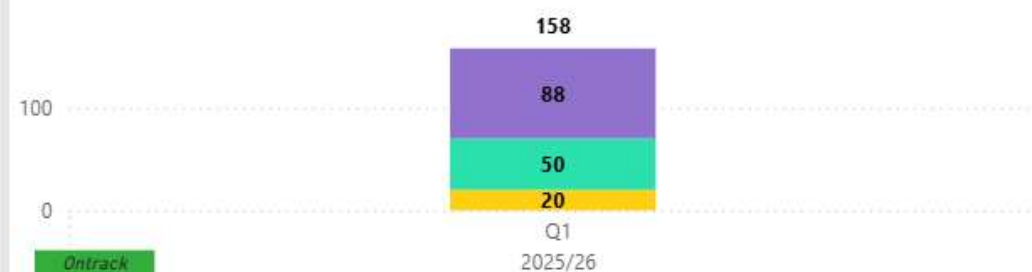
● Recycling ● Residual



Total KG per household for residual, food and recyclable waste (excluding garden waste)

Target: Household reduction of residual waste

● Food waste ● Recyclable waste ● Residual waste



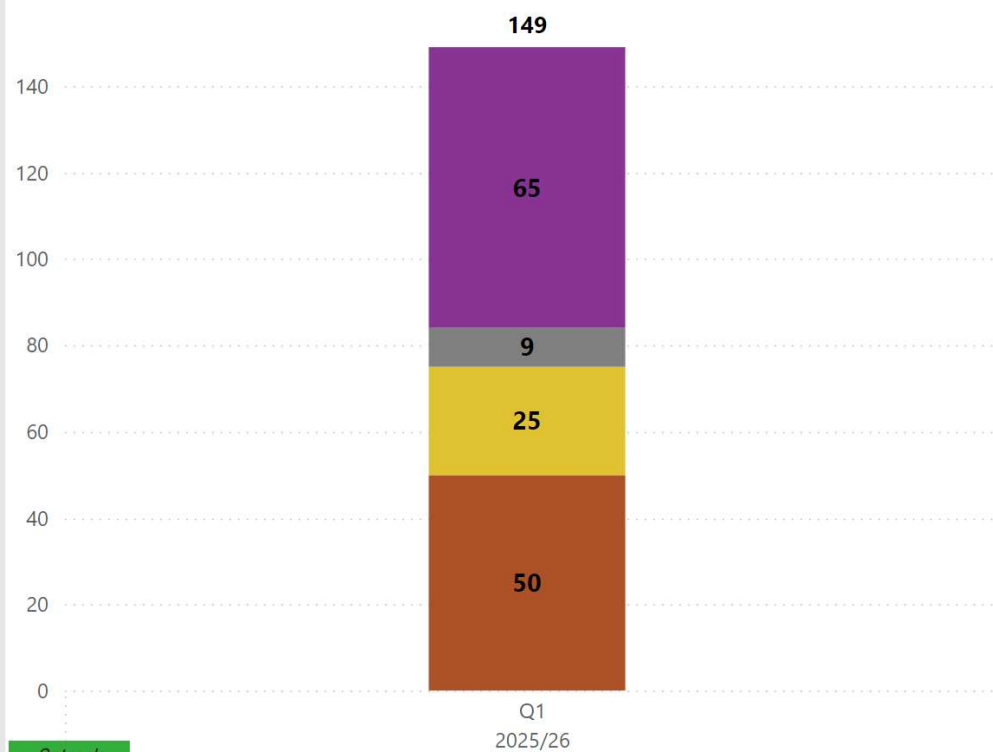
KPI	RAG	Q1 25/26	Target
Delivery of simpler recycling programme	Ontrack	<p>Delivery of simpler recycling programme is progressing;</p> <p>Garden Waste: Suez trial starting to look at tonnage and mileage for existing customers Letter sent out to 104 existing customers on small vehicle route to advise that trial is starting 1st July and garden waste will collected separately. Mid July expression of interest invites will be sent out to all other isolated/restricted access properties and are to be returned by mid-August to feed into routing</p> <p>Flexible Plastics: Feedback from Essex Recycling is good and no issues with sorting flexibles with existing pink sack Recyclage. They have advised that they are happy for MDC to extend the service to a further 10,000 properties (2nd tranche). No negative feedback from Suez on vehicle capacity in the trail areas. Second tranche start date to be discussed at Waste, Task & Finish Group on 20th May. Discussion with Suez on how to communicate to 2nd tranche - Suez to get costs for bin stickers and bin hangers. 2nd Tranche routes to agree by end of July and communicated to ward members.</p> <p>Food Waste: The flats review has been done and the project will fully start when the Project Administrator is in post from 8th August. Vacancy for Project Administrator currently being recruited too</p>	Delivery by Q4 25/26

Taking action to preserve and enhance the environment

Community reports investigated/resolved to preserve the local environmental

Target: Continue to act on community reports

● Abandoned Vehicles ● Littering offences ● Dog Fouling Offences ● Fly Tip Removals



Costs for flytip removal

Q1

£4,333.00

Fly tip Costs

KPI	RAG	Q1 25/26	Target
Enviromental enhancements secured through planning & enforcement services	Ontrack	We approved 0.57ha of open space in April 2025	Quarterly progress (Baselining the data)

Implementing measures to improve local air quality

KPI	RAG	Q1 25/26	Target
Delivery of the Air Quality Management Area (AQMA) Action Plan	Ontrack	<p>Evaluation of the DEFRA air quality grant project continues. The newly combined Net Zero and Air Quality Members working group met for the first time and Terms of Reference are being worked on. Officers to arrange a meeting of the Air Quality Action Plan (AQAP) steering group which needs to sit outside of the members working group and involve a wider range of internal and external partners. Aside from the DEFRA grant evaluation, no specific work towards the 2020-2025 AQAP is ongoing, pending development of the new 2025 AQAP.</p> <p>Inception meeting for the AQAP steering group is being planned for September to commence the development of the new 2025 AQAP.</p>	To AQMA Action Plan Timetable

Priority - Delivering good quality services

RAG

Q1 25/26

Ontrack

Good progress continues to be made with this priority. At the end of Q1 most services were reporting as green (8), and those that reported as Amber (4)/red (1) were predominantly due to resource pressures. Our Customer Service team continue to provide a good level of service, both telephone and face to face in line with service levels expected following the change to resource levels. Our performance Improvement Team continues to support system improvements, using a matrix approach to inform priority projects, and ensure CLT and Assistant Directors are involved in both project prioritisation, and monitoring of the programme through the Project Management Office (PMO)

Priority - Delivering good quality services

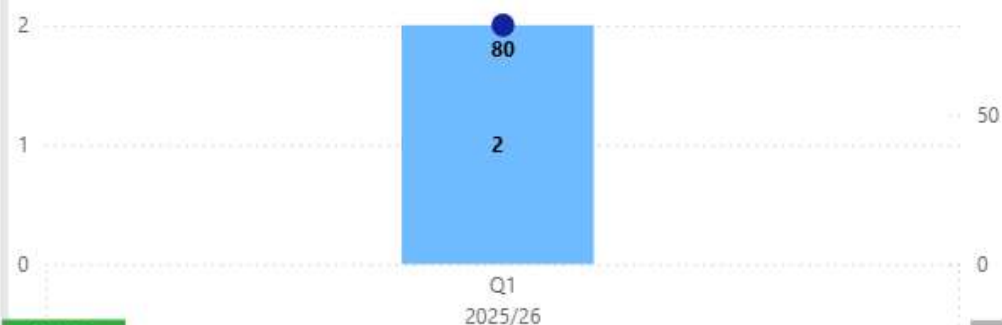
Indicator	Status	Indicator Type	Responsibility
Health & Wellbeing partner led opportunities delivered (Linked)	Ontrack	Measure	Influence
Delivery of Outreach programmes	Ontrack	Deliverable	Control
Online 'contact us' enquiries & phone enquiries responded to at first point of contact.	Ontrack	Measure	Control
Number of online service forms submitted	Ontrack	Measure	Influence
Percentage of phone calls handled	Ontrack	Measure	Control
Delivery of One Maldon District, multi-agency partnership action plan (linked)	Ontrack	Deliverable	Influence
Opportunities delivered with partners to support access and delivery of our services	Ontrack	Deliverable	Influence
Delivery of collaborative working with housing partners	Ontrack	Deliverable	Influence
Regular assessments of affordable housing delivery compared affordable housing need	Closer Monitoring	Measure	Influence
Affordable housing units secured through planning policy	Closer Monitoring	Measure	Influence
Programmed Food Hygiene Inspections due & completed (%)	Ontrack	Measure	Control
Licenses issued within statutory timescales. (%)	Ontrack	Measure	Control
Completion of environmental permit inspections (%)	Ontrack	Measure	Control
Number of Shellfish/private water sampling completed, % of samples that required follow up/regulatory action	Ontrack	Measure	Control
Number of environmental protection service requests investigated and resolved.	Ontrack	Measure	Control
Proactive activity supporting public Health & Safety in our public areas	Ontrack	Deliverable	Control
Review & improve customer feedback process	Ontrack	Deliverable	Control
Number of process improvements delivered	Ontrack	Measure	Control

Provide help and support to our most vulnerable people

Health & Wellbeing partner led opportunities delivered and attended

Target: 10 per year

● Events Held ● Attendance



RAG Q1 25/26

Ontrack Two events held in Quarter 1:

- 1) Health and Work event at Maldon Town Hall on 1st May, with 14 partners providing information and support for 30 attendees.
- 2) Healthy Habit Hub for families and children at Blackwater Leisure Centre on 30th May, with 9 partners providing healthy activities support for 50 attendees.

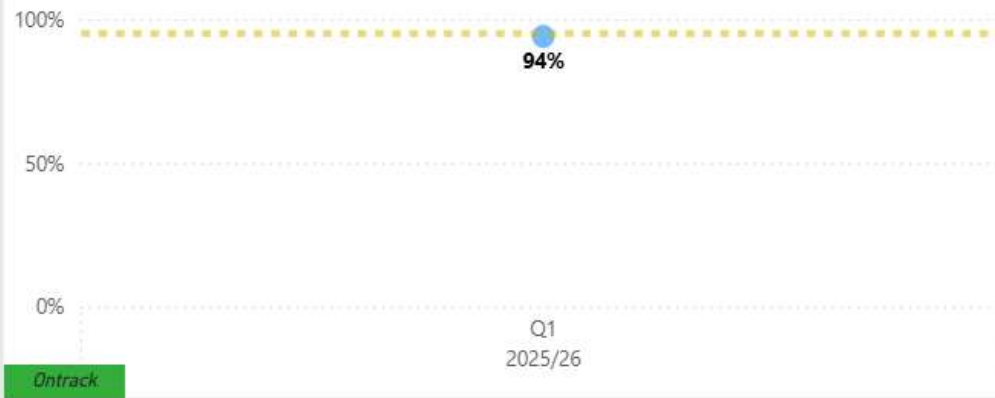
New Health Improvement Officer now in post and is planning more OMDP events across the district throughout the remainder of the year.

KPI	RAG	Q1 25/26	Target
Delivery of Outreach programmes	Ontrack	This KPI needs to be developed with the manager of the service.	Quarterly Progress

Providing online services for most of our customers, whilst also provide telephone and in person support when it is needed.

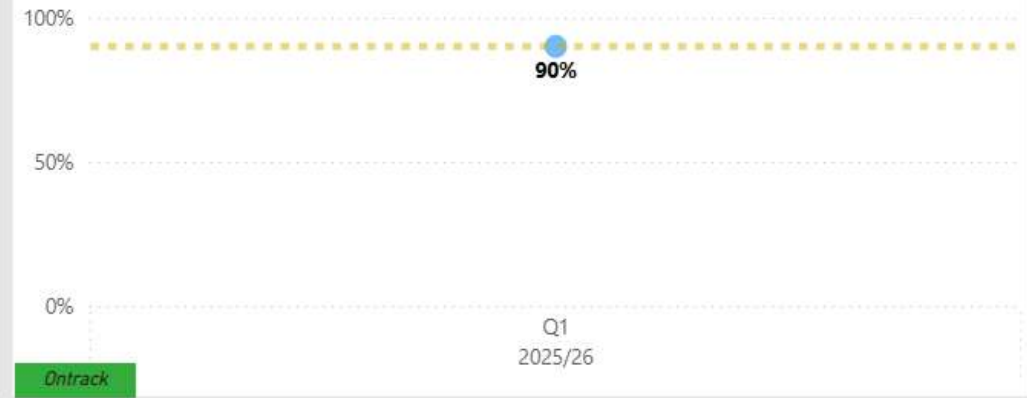
Percentage of phone calls handled

Target: 95%



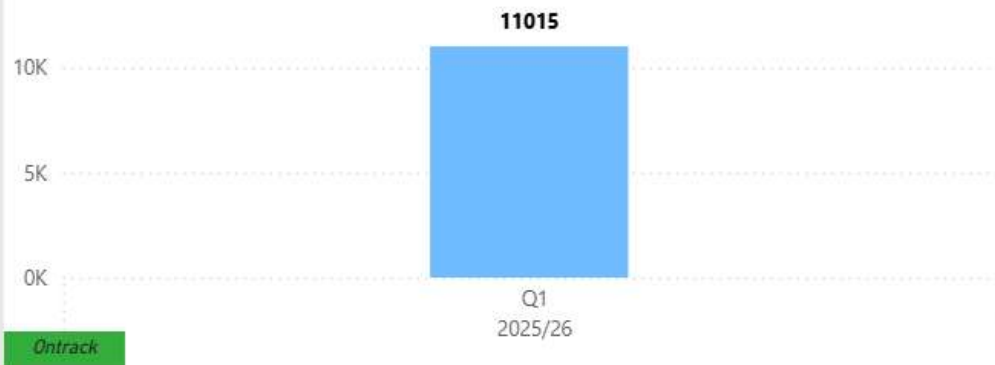
Phone enquiries responded to at first point of contact

Target: 90%



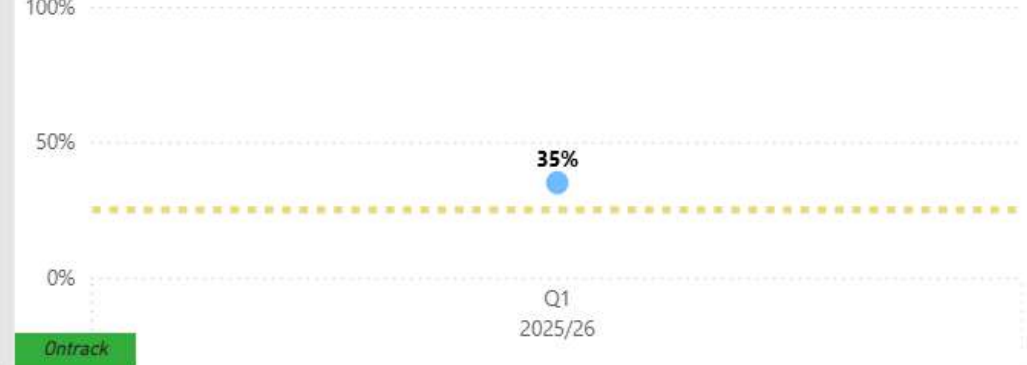
Number of online service forms submitted

Target: Increase form usage



Online 'Contact us' enquiries responded to at first point of contact

Target: 25%



Giving help and support to our residents by working well with our local partners

KPI	RAG	Q1 25/26	Target	KPI	RAG	Q1 25/26	Target
Opportunities delivered with partners to support access and delivery of our services	Ontrack	<p>Significant progress in enhancing access to and delivery of our services through a range of strategic partnerships.</p> <p>The development of the Community Safety Hub brings together key partners including Essex Police, South Essex Parking Partnership (SEPP), Maldon District Council officers as well as working with the Department for Work and Pensions (DWP), and Citizens Advice. This collaborative approach has enabled us to deliver more joined-up support to residents, improve visibility and responsiveness in the community, and host targeted community safety events that address local concerns. Internally, our contractor partnerships have supported streamlined service delivery and a culture of continuous improvement, helping us to deliver more efficient and customer-focused outcomes.</p> <p>Additionally Capitol (Public Conveniences) recently won the contract for Public Conveniences following a thorough tender/procurement process. The SLA with Chelmsford City Council (Licensing) was renewed and amended to include more robust KPIs, allowing for better performance management. Our new Head of Environmental Health, Waste & Climate Action is actively working with our partners to ensure value for money is achieved and new opportunities are explored.</p>	Baseline Data	Delivery of One Maldon District, multi-agency partnership action plan	Ontrack	One Maldon District Partnership (OMDP) action plan remains work in progress as OMDP's grant delivery timeline is being aligned with the recruitment of new grant officer who will be in place by Q2 (July) and will play a key role in coordinating the grant funding process. 18% actions complete.	Quarterly Progress

Working with partners to find solutions to support the high demand for affordable housing

Affordable housing units secured through planning policy (2014 onwards)

Target: Sites to provide up to 40% of affordable housing units(only on sites over 10) to ensure minimal house gap

Data not yet available.

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Housing Gap %

Closer Monitoring

RAG Q1 25/26

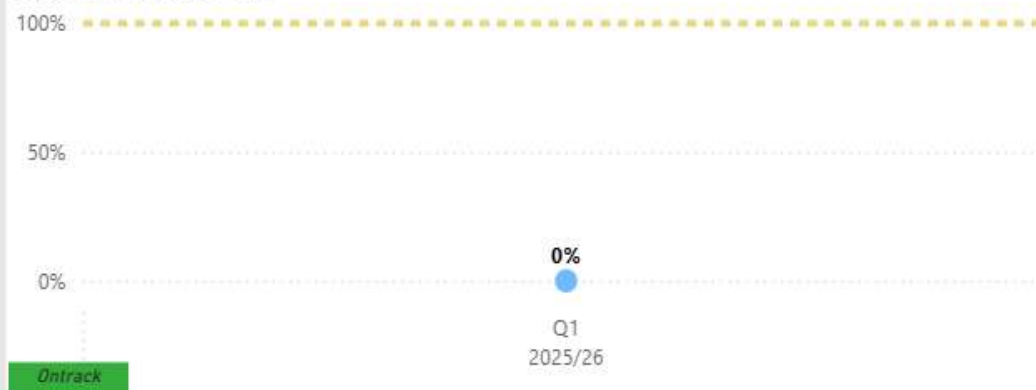
Closer Monitoring Housing monitoring will be reported in Q2

KPI	RAG	Q1 25/26	Target
Regular assessments of affordable housing delivery compared to affordable housing need	Closer Monitoring	In Quarter 1 Eight Affordable Rented New Build properties were delivered. From regular reviews of the Housing Register and in line with the Local Housing Needs Assessment 2021 the greatest need for 3 bed rented housing is still evident. Discussions with Developers and Consultation Responses to Planning Applications, Strategic Housing are regularly requesting a higher than stated % of 3 bed rented homes on new build developments with the additional request for 1 bed bungalows for rent for older people to assist with a churn in the social stock with the possibility of older people downsizing to release 3 and 4 bed social rented homes for re let. Noted as Amber as acknowledgement as Market Delivery of Affordable Housing is slow, however, there is work being undertaken by Strategic Housing through Planning/Planning Consultation to ensure affordable housing is secured to meet the ongoing need.	Review minimum of twice yearly
Delivery of collaborative working with housing partners	Ontrack	A quarterly meeting has recently taken place and the agenda covered the following: <ul style="list-style-type: none"> • Maldon update on devolution plans • CHP update on upcoming development projects • Maldon update on current housing demand and local pressures/operational issues Progress will also be monitored through our Strategic Housing Working Group meetings.	Quarterly Progress

Supporting businesses to meet legislation requirements and maintain standards

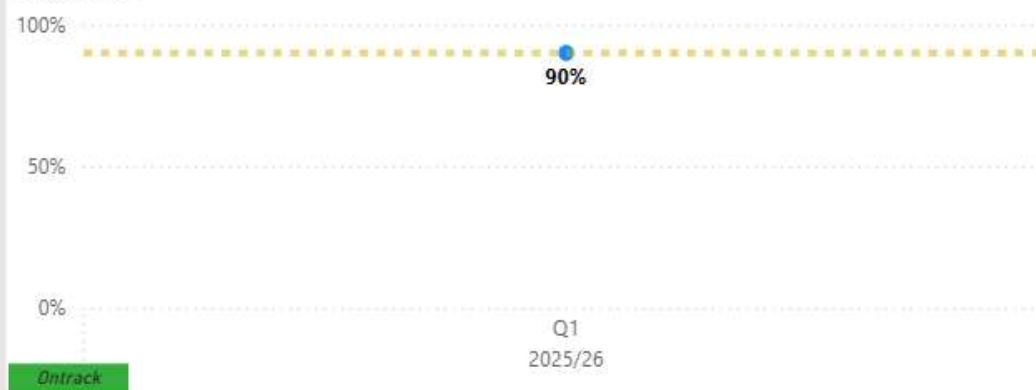
Completion of environmental permit inspections (%)

Target: 100% by year end



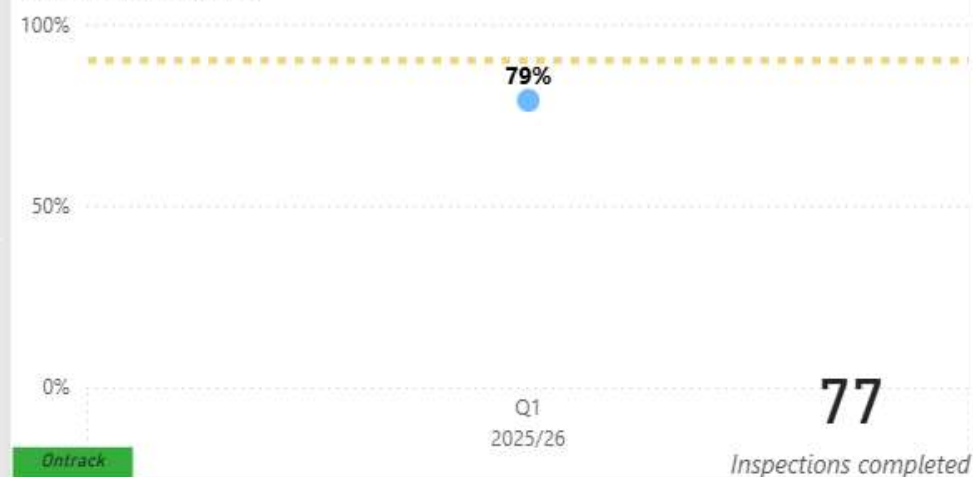
Licenses issued within statutory timescales. (%)

Target: 90%



Programmed Food Hygiene Inspections due & completed

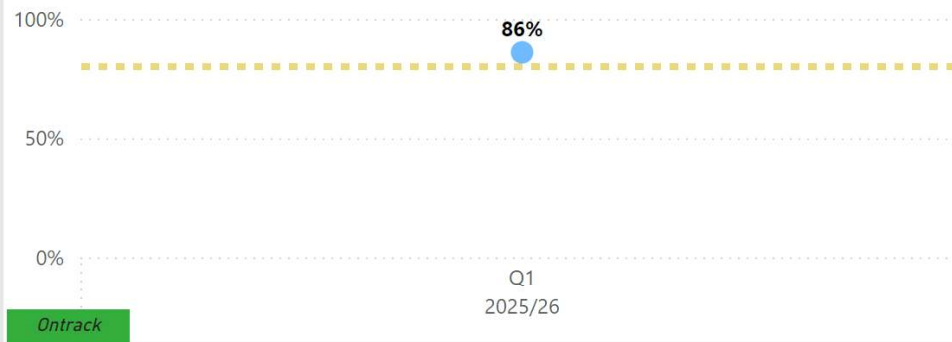
Target: 90% by year end



Protecting public health and safety

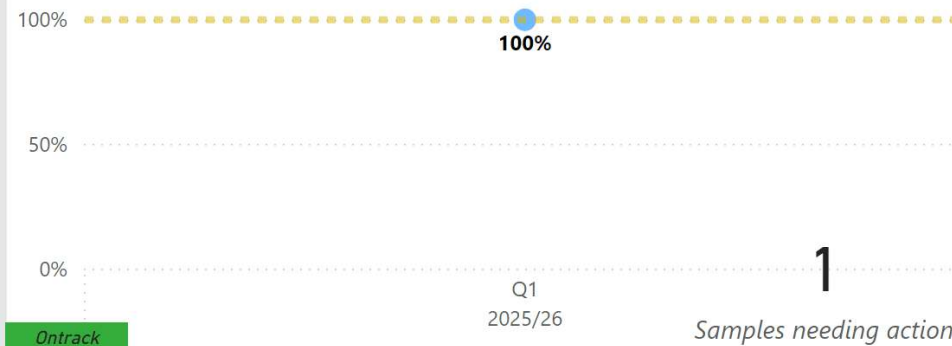
Environmental protection service requests investigated and resolved within time.

Target: 80%



Shellfish/private water sampling completed (%)

Target: 100%



KPI	RAG	Q1 25/26	Target
Proactive activity supporting public Health & Safety in our public areas.	Ontrack	Continuing to receive and monitor accident and incident reports from MDC public areas. Work on H&S inspection schedule with Asset Coast & Countryside team. H&S Officer also in attendance of Safety Advisory Group (SAG) meetings for events. Risk Assessments also carried out on Prom Park sandpit area.	Quarterly Progress

Continuously listen and strive to improve the customer experience

KPI	RAG	Q1 25/26	Target
Review & improve customer feedback process	Ontrack	We are now gathering and reviewing all customer feedback within the Customer team to identify common themes and trends. This work helps us highlight quick-win business improvements and inform longer-term changes. The Customers teams resource and skill set is supporting this initiative, both in analysing feedback and exploring opportunities to build training and first-point-of-contact resolution into the team's processes.	Q3 25/26

Improving the effectiveness of the services we deliver both internally and externally

Number of process improvements delivered

Target: 12 process improvements delivered per year

