

Report to Overview & Scrutiny Committee

Subject: Gedling Plan Quarter 1 2022/23 Report

Date: 7 November 2022

Author: Senior Leadership Team

Wards Affected

Borough-wide

Purpose

To inform members in summary of the position against Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan at the end of 2022/23 quarter 1.

Key Decision

This is not a key decision.

Recommendation

THAT:

The progress against the Improvement Actions and Performance Indicators in the 2020-23 Gedling Plan for the end of 2022/23 quarter 1 be noted.

1 Background

- 1.1 The Council has made a commitment to closely align budget and performance management. This is in line with accepted good practice.
- 1.2 To deliver this commitment, systems to monitor performance against revenue and capital budgets, improvement activity and performance indicators have all been brought together and are now embedded in the way the Council works. Whilst the budget and performance information are presented in two separate reports, they are and will be reported to Cabinet together and will appear on the same agenda.
- 1.3 In addition, performance reports now focus more directly on the Council's priorities and offer an "early warning" system of instances where targets may not be secured.
- 1.4 As usual, comprehensive details about current performance against the Gedling Plan can be accessed through the following link on the Council's website:-

<http://www.gedling.gov.uk/council/aboutus/prioritiesplansandperformance/howwere/doing/>

Members are recommended to view this document which provides valuable background detail to this summary paper. It provides a more in-depth review of indicators, actions and outcomes for 2022/23 quarter 1.

- 1.5 The assessment criteria used for actions and indicators is based on red, amber and green traffic light symbols. To be assessed as green performance indicators must be in line with their expected performance at this stage of the year, whilst actions must be on target against the “completed” or “in progress” milestones determined within the performance management system, Pentana.

2 Proposal

- 2.1 It is proposed that members note the performance information for the Gedling Plan 2020-23 at the end of 2022/23 quarter 1 as set out below.

2.2 Actions

At this stage, of the 90 actions currently active in the Gedling Plan 2020-23, 2 are complete and the remaining are either in progress or assigned to an Officer.

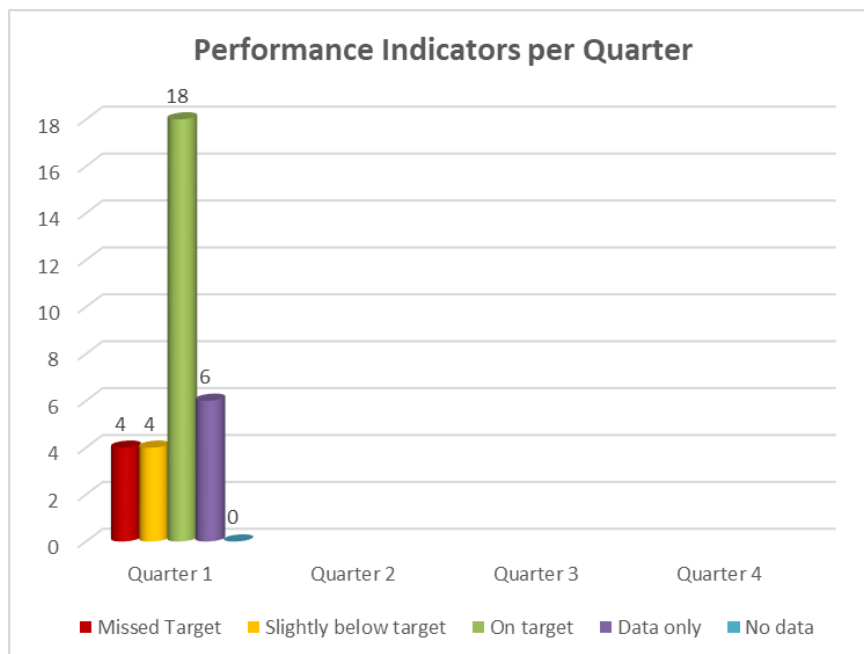
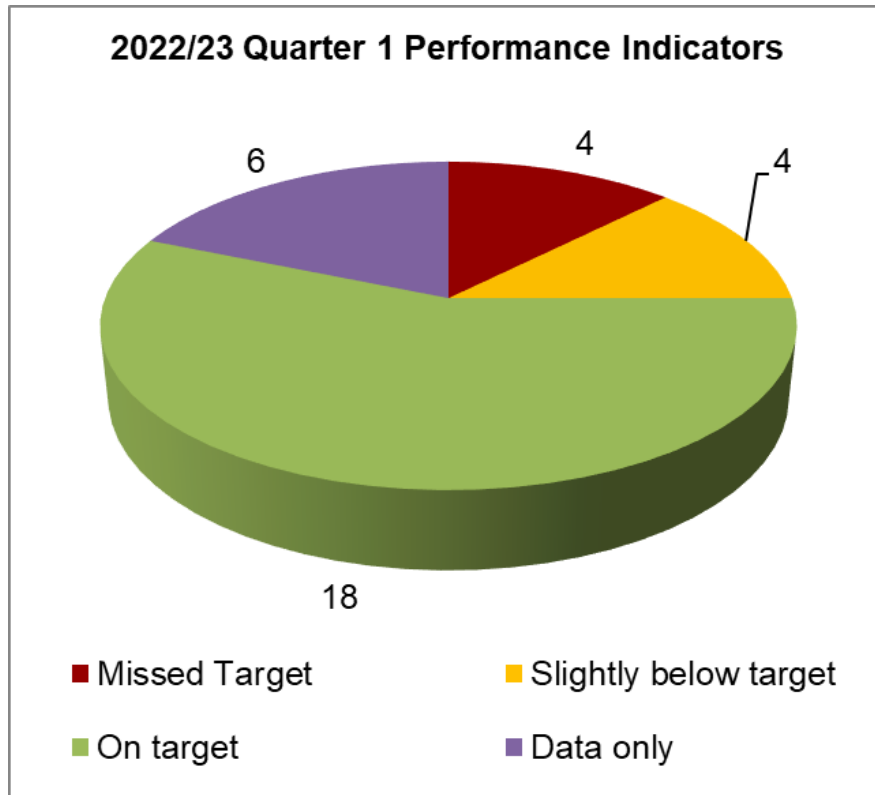


The two completed actions are as follows:

- Work with the County Council to ensure completion of the Gedling Access Road to support growth.
- Review the pilot Selective Licensing Scheme and investigate new schemes in the borough.

2.3 Indicators

Overall indicator performance at the end of quarter 1 shows that out of a total of 32 indicators, 18 were on or above target, 4 were slightly below target and 4 indicators missed their target.



2.4 Examples of particularly positive performance for quarter 1 include:

Performance Indicator	Figure reported	Target	Period covered
% of fly tipping incidents removed within 4 working days.	99.6%	98%	April - June
Average time to process new Housing Benefit claims (in calendar days).	13.3 days	15 days	April - June
% of calls to the contact centre answered (or call back made).	95%	94%	12 month rolling average
Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention.	39	10	April - June
Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	32	5	April - June
Percentage of Major planning applications processed within 13 weeks.	100%	92%	April - June
Percentage of other planning applications processed within 8 weeks	85.45%	80%	April - June
Percentage of food premises inspected scoring 4 or 5 in the national food hygiene rating scheme.	96%	95%	Ongoing
Percentage of Business Rates Collected	30.94%	27.22%	April - June
Number of visits to leisure centres	259,202	200,000	April - June
Net number of new garden waste customers in current year	775	125	April - June
Net number of new trade waste customers in current year	28	5	April - June
Net additional homes provided	154	115	April - June

2.5 The following performance indicators missed their target at the end of quarter 1.

LI075 Average time to process Housing Benefit change in circumstances (in calendar days) – Performance: 10.7 days against a target of 5 days for the period April – June.

Workloads for the team have increased significantly. In the months of March, April and May the team saw vast amounts of Universal Credit “change in circumstances” being received from the DWP. Officers have tried to keep on top of all these changes and process them in the usual manner, but given the quantities involved, a “batch process” was applied to certain document types to reduce backlogs. This approach is relatively new to the department but worked well and it is proposed to continue to utilise this option as and when workloads become unmanageable. However, it took several weeks before applying this new methodology to the backlog, meaning that the processing days for Q1 remained high and above the target.

LI086 Average length of time spent in temporary accommodation (in weeks) – Performance: 23.3 weeks against a target of 22 weeks.

There is still a great level of demand for temporary accommodation, and we continue to struggle to house large families, despite working with the Privately Rented Sector and Registered Social Landlords to seek suitable permanent accommodation. There are numerous building sites in development and it is hoped various property types will soon become available to the team, providing much needed affordable housing to accommodate all household composition sizes currently placed in temporary accommodation.

LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total) – Performance – 11.32 days against a target of 9 days.

The rolling year figure remains around 25% above target at 11.32 days average per person against the target of 9 days. Data and analysis has been provided to the Senior Leadership Team for Waste and PASC where absence levels continue to be high. Over the last six months there has been substantial amounts of short term absence attributed to Covid within these teams. There doesn't appear to be any other noticeable pattern of reason for absence. Long term absences continue to be actively managed. A “watching brief” is in place for the absence levels within PASC and Waste.

NI192 Percentage of household waste sent for reuse, recycling and composting – 32% against a target of 36%.

A new contamination and recycling campaign is underway to help increase this figure to ensure target outcomes are met in the future.

2.6 Compliments and Complaints

In quarter 1, the council received 35% more compliments and 52% more complaints than in quarter 4 2021/22. 28% of all complaints that the council received in quarter

1 were upheld. Out of all complaints that the council received in quarter 1, 5 were escalated to stage 2, of which only one was upheld.

2.7 Achievements

A separate report has been produced highlighting additional key achievements delivered during quarter 3, focusing on areas where the Council has made a real difference to people's lives. This is attached as Appendix 1 and is available on the Council's website and in hard copy in the Members' Room. The following outcomes are identified for particular attention:

Homes for Ukraine – we launched the Homes for Ukraine scheme, working with homeowners and landlords who want to help by offering a place for refugees to live. During quarter 1, our Food Health and Housing Team carried out 58 inspections of sponsors homes and 42 second visits where guests have arrived. The inspections are to ensure homes have adequate space, are free from hazards, and to check there are no safeguarding concerns. As well as rehousing, additional support is also being provided to help refugees settle in and become part of local communities. We are working closely with Nottinghamshire County Council and the Nottingham Ukraine Centre to offer extra help to those resettling and welcome them to the borough.

Gedling Plan Consultation - The HR, Performance and Service Planning team has launched a consultation aimed at residents, businesses and service users to help inform the formulation of the next four-year Gedling Plan that will define how we work to support our stated priorities over the period 2023-27. The consultation opened on 4 July.

Energy Support Grants – The Financial Services team (along with Revenues, Customer Services and Corporate Communications) played a key role in the processing of energy support grants with payments totalling in excess of £5.9m made by 30 June 2022.

Solar Panels at the AMP - Work to construct the AMP at Arnold Market Place is continuing and the latest additions to the site are 51 solar panels as part of the scheme's plans to be more sustainable and use renewable energy sources. The building has been designed to use less energy, use more renewable energy and reduce its CO2 emissions. The two storey building will have a number of energy efficient designs including the solar panels, natural ventilation points and high efficiency LED lighting.

The 51 solar panels on the roof of the building will help generate an estimated annual yield of 14,924 kWh of power to the units, saving energy costs for the tenants while providing clean, renewable energy. The building will also be fitted with rainwater retention tanks that will be used to reduce flood risks and feed the semi-mature trees that have been planted around the public realm to offset carbon emissions. Over £4million has been allocated to the project as part of the council's plan to revitalise the centre and create a new space that will help boost visitors to the town centre and support local businesses.

Citizen Advice Bureau Outreach at GPs and Community Hubs - The Communities team's co-production work has enabled further resources to be deployed in the Borough to support financial exclusion and hardship. Working in collaboration with

the local Primary Care Networks, funding has been secured for Citizen Advice Bureau (CAB) outreach at local GP surgeries that complement the CAB services in Arnold, Calverton and Netherfield already funded by the Council. The GP outreach provides a pathway for local NHS social prescribing link workers to signpost patients who identify as having additional need for welfare advice. Collaboration has also seen local community hubs, such as the Carlton Hub, commission additional CAB support for communities.

3 Alternative Options

- 3.1 Not to present an update on quarterly performance, in which case Executive members will not be aware of performance against the Gedling Plan 2020-23.

4 Financial Implications

- 4.1 There are no financial implications arising out of this report.

5 Legal Implications

- 5.1 There are no legal implications arising out of this report.

6 Equalities Implications

- 6.1 There are no equalities implications arising out of this report.

7 Carbon Reduction/Sustainability Implications

- 7.1 There are no carbon reduction/sustainability implications arising out of this report.

8 Appendices

- 8.1 Appendix 1 – Examples of Outcomes/Achievements during Quarter 1 2022/23.

9 Background Papers

- 9.1 None identified.

10 Reasons for Recommendations

- 10.1 To ensure Members are informed of the performance against the Gedling Plan 2020-23.



GEDLING PLAN

2020-2023

**Examples of Achievements and
Activities**

During

Quarter 1 - 2022/23

Cohesive, Diverse and Safe COMMUNITIES

Promote and encourage pride, good citizenship and participation

Queen's Jubilee Events – we hosted a weekend of events in Gedling as part of the four day UK bank holiday from June 2-5. The celebrations included:

- A Beacon Lighting event hosted by Gedling Country Park and sponsored by Frank Key, on the evening of Thursday 2 June, coinciding with other beacons being lit across the UK and Commonwealth. There was entertainment from the Carlton Brass Band, followed by the beacon being lit at 9.15pm.
- Gedling Country Park also took part in The Queen's Green Canopy by hosting a community tree planting event, sponsored by Keepmoat Homes, on Friday 3 June at the park's newly named, The Queen's Platinum Jubilee Memorial Woodland. 30 small trees were planted by local schoolchildren, Café 1899 served a Jubilee themed menu and there were craft activities by the Gedling Play Forum.
- The Queen's Jubilee Fair took place at Arnot Hill Park on Saturday 4 June from 11am to 5pm with performances from local choirs, schools and artists. There were also activities and workshops around the park for all ages, as well as host of charity and information stalls and multicultural food and drink on sale.
- King George V Recreation Ground hosted a Big Jubilee Lunch on Sunday 5 June from 12 – 4pm.

Successful Freeman of the borough event for Lord Vernon Coaker – Democratic Services recently organised and hosted the ceremony to commemorate and confirm the title of freeman of the borough to Lord Vernon Coaker. The ceremony happened on 16 June with around 130 guests attending and was also streamed on the council's website. The ceremony was the largest council function since coming out of the worst of the pandemic and ran extremely smoothly.

New Mayor – In May, the council met for its annual general meeting where a number of decisions were made for the forthcoming year, including the election of the Mayor of Gedling for 2022/23. The outgoing Mayor, Councillor Meredith Lawrence, officially handed over the responsibility and the chains of office to the new incoming Mayor, Councillor Peter Barnes, at the event held in the council chamber.

New Youth Mayor - In May, we welcomed the new Youth Mayor as part of our Youth Council. The new Youth Mayor will be Fatimah Malik, who replaces outgoing Youth Mayor, Muhammad Malik. They were nominated for office by fellow members of the Youth Council and the role includes a responsibility to act as a Civic role model to young people in the borough, and to attend official engagements alongside the Mayor of Gedling. The Youth Mayor nomination was recognised at a meeting attended by the Leader of the Council and Deputy Lord Lieutenant of Nottinghamshire, where the Youth Council's achievement of the Lord Lieutenant's Young Volunteering Award 2020 was also recognised.

Gedling ward by-election – following the resignation of Jennifer Hemmingway, a by-election was called in the ward of Gedling which took place on 26 May. The Democratic Services team dealt with nominations, the opening of postal votes, organising polling stations, the verification and count and many other things. The election was administered well, with all parties involved being happy with the process.

Reduce poverty and inequality and provide support to the most vulnerable

Council Tax support for low income households – a special budget of £60,000 was approved as part of our annual budget, to offer hardship contributions to our residents on a low income who are struggling to pay their council tax. The scheme gave a council tax reduction of up to £30 to any household in receipt of the Council Tax Reduction Scheme but still have an amount to pay. All eligible households received the support automatically and did not need to apply.

Homes for Ukraine – we launched the Homes for Ukraine scheme, working with homeowners and landlords who want to help by offering a place for refugees to live. During quarter 1, our Food Health and Housing Team carried out 58 inspections of sponsors homes and 42 second visits where guests have arrived. The inspections are to ensure homes have adequate space, are free from hazards, and to check there are no safeguarding concerns. As well as rehousing, additional support is also being provided to help refugees settle in and become part of local communities. We are working closely with Nottinghamshire County Council and the Nottingham Ukraine Centre to offer extra help to those resettling and welcome them to the borough.

Reduce anti-social behaviour, crime and the fear of crime

Selective Licensing consultation extension - Gedling Borough Council extended its Selective Licensing consultation, which plans to expand a scheme to make privately rented homes safer for people to live in, and makes it mandatory for landlords to have licences for each of their private rented properties.

Following a successful pilot which started in Netherfield on 1 October 2018, a consultation asking for views to extend the scheme to parts of Colwick, Carlton Hill, Daybrook and Newstead Village was launched. This consultation initially closed in January 2021, but was extended to run from 25 April 2022 until 23 May 2022. Landlords, residents and stakeholders had another opportunity to comment on the proposals.

The council will work with landlords and residents to improve properties, but where necessary will use licensing conditions and enforcement powers to bring about improvements.

Selective Licensing can be applied in areas where there is deprivation, high levels of antisocial behaviour, high levels of crime, high levels of migration and poor housing conditions. The licensing will give the council's Environmental Health team powers to ensure properties are managed effectively and to do more when landlords are not taking steps to deal with issues relating to property standards.

Round Four Safer Streets Fund -The South Nottinghamshire Community Safety Partnership has recently submitted a bid for funding towards a wide range of interventions aimed at reducing neighbourhood crime and anti-social behaviour in Netherfield and Colwick.

Public Engagement - As part of the Community Safety element, our Community Safety Officer and Anti-social Behaviour and Troubled Families Coordinator have been taking part in the health and well-being events around the Borough, which has included Killisick Primary School and Carlton Le Willows Academy and the Georges Centre to engage with residents, parents and pupils to offer reassurance about issues they may be having living in the area.

High Performing COUNCIL

Provide efficient and effective services

Attendance Policy - The HR, Performance and Service Planning team has, following an extensive period of consultation, gained authorisation to make changes to our attendance policies to clarify how as an organisation we fairly manage sickness absence experienced by employees with a disability. This policy change was implemented from 1 July.

Gedling Plan Consultation - The HR, Performance and Service Planning team has launched a consultation aimed at residents, businesses and service users to help inform the formulation of the next four-year Gedling Plan that will define how we work to support our stated priorities over the period 2023-27. The consultation opened on 4 July.

Energy Support Grants – The Financial Services team (along with Revenues, Customer Services and Corporate Communications) played a key role in the processing of energy support grants with payments totalling in excess of £5.9m made by 30 June 2022.

Auditor's Annual Report - Mazars (the Council's external auditors) issued their Auditor's Annual Report for the year ended 31 March 2021 and this was presented to the Audit Committee on 28 June 2022. This confirmed that an unqualified opinion on the financial statements was issued on 16 March 2022 and also provided details of the work undertaken and conclusions reached by Mazars on the Council's arrangements to secure economy, efficiency and effectiveness in its use of resources (value for money). This focused upon financial sustainability, governance and improving economy, efficiency and effectiveness as the reporting criteria. No risks of significant weakness or actual significant weaknesses were identified for each of the reporting criteria.

Maintain a positive and supportive working environment and strong employee morale

Employee Support - In April, following delays in delivery due to Covid, an external training company was commissioned to deliver two training sessions. The first was designed to directly support employees who have mental health issues and the second focussed on giving support to managers to help them to effectively and compassionately manage team members who may have mental health issues.

Improve use of digital technologies

ICT Replacement Programme - Significant progress has been made in the delivery of the replacement programme for 2022/23. During the year, 15 laptops, 66 workstations and 121 monitors are due to be replaced. By 30 June 2022 13 laptops (87%), 53 workstations (80%) and 80 monitors (66%) had been replaced.

SCCM Project - A project to make adjustments to our current system centre configuration manager (SCCM) servers to support third party updates and implement a "patch my PC" subscription has been completed.

Technology installation - Technology to enable hybrid meetings has been installed on a pilot basis and will be evaluated before consideration is given to its further roll out.

Vibrant ECONOMY

Ensure a robust strategic development framework is in place

Design Code Pathfinder Project - Following the submission of an expression of interest for the [National Model Design Code Phase 2 pilots in](#) September 2021, we have been selected to participate in the (renamed) Design Code Pathfinders programme. We have received a significant grant award of £160,000 towards the design coding process and we will also benefit from a support programme from the Office for Place. A team of consultants have been appointed to help deliver a borough wide approach to Design Coding, to include upskilling of officers and members and deliver a step change in design within the Borough. Following an inception meeting on 18th May, the consultants are undertaking various baseline assessment work streams which will help to inform the approach taken.

Sustainable ENVIRONMENT

Provide an attractive and sustainable local environment that local people can enjoy

Gedling Country Park Website – We launched a brand new website to promote Gedling Country Park and boost visitors to the park by highlighting the great facilities, including the children's play area, Café 1899, the walking routes and the viewing platforms. It also contains information about the history of the park and the flora and fauna around the site, spectacular photographs and videos of the park and other information such as opening times and directions.

Promote and protect the environment by minimising pollution and waste and becoming carbon neutral

Solar Panels at the AMP - Work to construct the AMP at Arnold Market Place is continuing and the latest additions to the site are 51 solar panels as part of the scheme's plans to be more sustainable and use renewable energy sources. The building has been designed to use less energy, use more renewable energy and reduce its CO2 emissions. The two storey building will have a number of energy efficient designs including the solar panels, natural ventilation points and high efficiency LED lighting.

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Local Authority Green Homes Retrofit scheme - 66 household retrofit installations are in progress via the council's Green Homes Retrofit Scheme in partnership with EON and Nottingham Energy Partnership. 17 installations have now been completed with householders benefitting from free external wall insulation or solar panels. The scheme aims to save carbon emissions but also reduce the impact of rising fuel prices on householders. The scheme is targeted in the Netherfield ward.

Green Rewards - The council has promoted the Green rewards scheme to encourage residents to log activities and behave in a sustainable way. This has led to 286 residents signing up for the scheme.

HEALTHY lifestyles

Improve health and wellbeing and reduce health inequalities

Outreach events - The outreach leisure team have attended the following events in partnership with ABL and Boditrax. We have carried out health and fitness assessments on members of the local community using the Boditrax kiosk, giving out 3 day free passes and eco-friendly water bottles and talking with people about active and healthy opportunities within the leisure facilities and fitness membership and swimming lessons. ABL provide support for eating healthy, getting active, stopping smoking and reducing alcohol.

- 22 April wellbeing event at the Trentside medical centre Netherfield
- 18 May health fair at Killisick Junior School Arnold
- 19 May employment and wellbeing event at the St Georges Centre Netherfield
- 11 June Killisick Jubilee Fun Day

New food business registration system – The council launched the Food Standards Agency Register, a Food Business food registration system. The system is accessed from the council food business webpage and enables new food businesses to register online and a copy of the registration is simultaneously sent to the council, Food Standards Agency and Trading Standards so that all parties have current records for new businesses in the borough. The system has been introduced seamlessly and the council Environmental Health Officers encourage and assist new businesses registering when they conduct routine food hygiene inspections.

South Notts Health Inequalities Plan - The Council, through its coordination of the South Notts PBP Districts Group and its leadership on a Memorandum of Understanding for Community Development with partners across South Notts, is playing a significant role in the development of a new Health Inequalities Action Plan. This action plan will set out how GBC can work alongside other LA and primary care system partners to address health needs in the Borough.

Easter Holiday Activity and Food (HAF) programme – a successful Easter HAF programme was held with nine providers delivering sessions across the borough with a total of 546 attendances over the two-week period.

Support physically active lifestyles

HydroHex - Aqua fitness virtual was launched at Arnold Leisure Centre mid-April providing a much needed service to meet the customer demand for aqua fitness. 200 virtual sessions per month are being accessed by hundreds of DNA members and also pay as you go members. This exciting opportunity has enabled Arnold leisure centre to add to the existing 4 live instructor aqua fitness sessions with there now being 12 sessions in total being a mix of a live instructor and also virtual. Feedback has been positive and with the super clear screen being 65 inches and the excellent content it certainly adds value to a member's membership. The screen also has a function for individual swimmers to pick up the waterproof remote control and access the 'on demand' workouts.

Your Personal Training (YPT) - Leisure Services have entered into a partnership with 'Your Personal Training' to provide personal training services to fitness members across all leisure

sites. Having a PT service within the facilities benefits customers by providing an additional service that Gedling doesn't currently offer which in turn will increase the retention of members and also increase new member sales. All members existing and new are entitled to a complimentary PT session.

Swimming Lesson Members - The number of swimmers on our Learn to Swim scheme hit new highs during Q1, with over 3,600 swimmers using our scheme which is 1,000 more swimmers than before Covid. The staff across the sites are immensely proud of this achievement as it means even more children are being active and is also reduces the risk of drowning by teaching skills to be safe in and around water.

Treatment room hire - It has been agreed to hire the treatment room at Carlton Forum leisure centre to a private Physiotherapy company called Moballise. This partnership will provide an extra income stream to the centre as well as offering a much needed service to fitness members and the local community. Physiotherapy clients will be toured around the Carlton Forum leisure facility and offered a free pass to try the leisure activities on offer.

Increase recreational activities

Stress Buster Gym Membership - To help support young people with exam stress the leisure centres offered 15 to 18yr olds 30 days free use of the gyms at Redhill, Calverton and Carlton Forum. The opportunity was taken up by 118 young people living in the borough, with feedback from young people and parents being very positive about the impact it had on their mental wellbeing during exam periods.

Bonington Theatre –

- After selling 416 tickets overall as part of our first year of the BFI funded 16-25 membership scheme, we sold 94 16-25 member tickets in quarter one, which puts us roughly on track to match our total from year one.
- This year we have worked with 'Nottingham Stands with Hong Kong' to screen two important films that document the nature of the political sphere in Hong Kong. With over 230 tickets sold over the two screenings, we have built a solid link between our theatre and wider community of Hong Kong citizens within Nottingham.
- Despite the devastating impact of the Covid-19 virus on the amateur and professional theatre landscape, there are distinct signs of recovery. During quarter one, we had strong audience figures for *The Bonington Players* and *Blind Eye Productions*, both of whom have bookings in place for the forthcoming year.
- Originally planned to coincide with BHM 2021, Covid on two occasions forced a delay in presenting *Echoes of the Front Room* – a drama based on the West Indian migration experience of moving to and living in the UK (produced by Voice of Vision Community Project). The show made it to the stage in June 2022, coinciding with *Windrush 2022* and attracting an audience, over two nights, of 220 people.

Reduce levels of loneliness and isolation

Local Area Coordination - The Council will seek to work alongside Nottinghamshire County Council Adult Social Care to explore how a new Local Area Coordinator proposed to support local families in need can integrate with the existing social prescribing delivery in the Borough.

Citizen Advice Bureau Outreach at GPs and Community Hubs - The Communities team's co-production work has enabled further resources to be deployed in the Borough to support financial exclusion and hardship. Working in collaboration with the local Primary Care Networks, funding has been secured for Citizen Advice Bureau (CAB) outreach at local GP surgeries that complement the CAB services in Arnold, Calverton and Netherfield already funded by the Council. The GP outreach provides a pathway for local NHS social prescribing link workers to signpost patients who identify as having additional need for welfare advice. Collaboration has also seen local community hubs, such as the Carlton Hub, commission additional CAB support for communities.

Community E Newsletters – Three Community E-Newsletters were circulated to 7k community contacts between April and June. Information Shared included The Queen's Jubilee events, Gedling Lotto coffee mornings, Joint Carers Strategy consultation, Carlton Food Bank, Dementia Action Week, Nottinghamshire County Council Health and Wellbeing Hubs, Phoenix Farm Mental Health & Wellbeing Café and Positively Empowered befriending service.