

# Venchie Children And Young People's Project Day Care of Children

Niddrie Adventure Playground  
61 Niddrie Mains Terrace  
Edinburgh  
EH16 4NX

Telephone: 01316 299 546

**Type of inspection:**  
Unannounced

**Completed on:**  
6 August 2021

**Service provided by:**  
Venchie Children and Young People's  
Project

**Service provider number:**  
SP2003003109

**Service no:**  
CS2003013332

## About the service

Venchie Children and Young People's Project (known as the service throughout this report) registered with the Care Inspectorate in April 2011.

The conditions of registration are:

1. To provide a care service to a maximum of 30 children and young people of primary and secondary school age at any one time during term time. During school holidays a maximum of 70 children and young people of primary and secondary school age may be cared for at any one time
2. Facilities to be provided are a breakfast club, an after school club and a holiday club
3. The manager will ensure that sufficient staff are available to reflect the numbers and needs of any child or young person within any group. Each session will be supervised by a minimum of two adults.

The service is based in a residential area of South Edinburgh. The building is a single-story unit with a variety of spaces, including two large rooms, a kitchen area, computer room, toilets and an office space. The service has a large outdoor space which consists of a football pitch, play park area and some areas of open space.

The aim of the service is: "To support families with children and to provide safe, stimulating surroundings for the children using the service."

We carried out an unannounced inspection of the service on Wednesday 28 July 2021. We continued the inspection using virtual methodology over the following days. We provided feedback to the manager and provider on Friday 6 August 2021.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

## What people told us

We spoke to a number of children during the onsite visit. They told us they enjoyed coming to the service. One child we spoke to told us they felt very safe. Individual comments included:

"The best thing about the Venchie is the sports and the crafts".

"The best thing about the Venchie is the staff".

"I like doing basketball".

We received one response to our feedback request from a parent via email. This parent was very positive about the service and the experiences for children.

## Self assessment

We did not request a self-evaluation from the service before this inspection. We considered the service's approach to improvement and reviewed the service improvement plan. We have reported on this under the theme of Quality of Management and Leadership.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

Children had developed positive peer relationships and were having fun. Relationships between children and staff were warm and friendly. Staff engagement with children was on the whole nurturing and supportive.

Children's physical development was supported through extended periods of outdoor play. Using play-park equipment children were able to explore risks and develop their skills in balance, strength and problem solving. Children were hydrated throughout the session as they had access to regular drinks.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. Children were supported to understand the need for good hand hygiene. Effective use was made of pictures to encourage a consistent approach to this. The areas used by children and staff were clean. However, the service should consider the office area as this was particularly cluttered potentially making it difficult to clean. The manager provided us with assurances that this area would be addressed to ensure effective cleaning could take place.

Since the last inspection the service had changed their personal plans format. As a result, most personal plans had limited information and were often incomplete and inconsistent. For all children there lacked clear strategies of support within the personal plan documents. Personal plans did not have enough meaningful information to fully understand children's care and support needs. Personal plans should be used to plan for children's care and ensure children get the support they need when attending the service. The manager must ensure that there is a system in place to monitor the quality of personal plans to ensure they are meaningful working documents. (See requirement one).

There was potential for children not to receive appropriate medical care as the information gathered and recorded was not sufficient. The service must implement robust and consistent approaches to how children's medication and medical needs are understood, recorded, and managed. Where children have a medical condition but no medication the service must ensure they have a plan of support for these children. This should include accurate and current information from parent's on children's medication and medical needs and clearly outline the actions required to keep children safe. (See requirement two).

There was the potential for children to be at risk of harm as there was not a clear and robust procedure for children who walked home independently. There must be clarity for staff, parents and children about how this is managed. During the inspection we discussed with the manager their action plan to ensure a clear and consistent policy is in place. The service must ensure the policy and procedures for children walking home are further developed and that robust measures are monitored and evaluated regularly to ensure children's safety. (See recommendation one).

## Requirements

### Number of requirements: 2

1.

Children's needs must be effectively understood and met through effective and meaningful personal plans.

By 31 August 2021, the provider must ensure individual personal plans have the appropriate information and strategies of support to ensure children experience care and support that is right for them.

In order to achieve this the provider must adhere to the following:

- a) personal plans must include key information relating to the child and their personal circumstances
- b) personal plans must clearly set out how children's needs, preferences and care will be met and include any individual strategies of support to be implemented
- c) personal plans must be reviewed at least every six month or sooner if required
- d) the manager must have an overview of children's personal plans and establish a systematic quality assurance process to ensure personal plans are effective and that children's needs are being met in line with the information set out within their personal plan.

This is in order to comply with:

Health and Social Care Standard 1.15 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Regulation 5 (1)(2)(a)(b)(c)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (SSI 2011/210).

2. Children health care needs must be managed effectively to promote their safety and wellbeing.

By 17 August 2021, the provider must ensure children are safe through the effective management of medication and of children's health care needs. Medication practices must be in line with appropriate best practice guidance.

In order to achieve this the provider must adhere to the following:

- a) information held relating to children's health care needs and/or medication must include all relevant details relating to the medication/health care need. This would include but not limited to the signs and

symptoms, a clear stepped approach to how children's medical needs will be managed and the correct information from a child's medical professional/parent about any stepped approach to be taken.

b) information must be agreed with parents and reviewed by parents when required and as a minimum each term.

c) staff must be fully aware of their duty of care and understand the procedures in place to manage children's medication and health care needs. Staff must have the information and skills required to keep children safe.

d) the manager must have an effective overview of children's medication and health care needs and implement effective quality assurance systems to ensure children's medical needs are being met in line with best practice guidance.

e) medication should be stored, managed and administered in line with the guidance; 'Management of medication in daycare of children and childminding services.'

This is in order to comply with:

Health and Social Care Standard 1.24 'Any treatment or intervention that I experience is safe and effective.'

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation 19 (3)(j) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI2002/114).

## Recommendations

### Number of recommendations: 1

1. To promote children's safety the service should further develop policy and procedures in relation to children who may walk home independently. Staff should be supported to understand the duty of care they have to ensuring children remain safe. The service should ensure robust measures are in place to keep children safe. These measures should be monitored and evaluated regularly. The service should support children and families to understand the policy and ensure they are supported to stay as safe as possible.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I am as involved as I can be in agreeing and reviewing any restrictions to my independence, control and choice' (HSCS 2.6) and 'I am helped to feel safe and secure in my local community (HSCS 3.25).

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

The outdoor area was well maintained and free of litter. This helped to keep children safe. Children enjoyed using the pitch area for group sports such as football. This was supporting children to experience physical play and plenty of fresh air. Additional resources were sourced and provided each week depending on the

current theme. For example, the week of inspection was Hawaiian themed. We discussed with the manager the importance of experiences and activities reflecting children's interests and how children should be included in planning for the experiences and activities provided.

Indoors children had access to an art experience and some small world toys. However, overall, there was a lack of quality play experiences for children both indoors and outside. The range of resources did not offer sufficient choice. Most areas were not set out in an inviting or interesting way that would encourage children into play. Whilst staff could talk about children's interests, they lacked an understanding of the importance of quality play environments for children. To improve children's play experiences the service should review and improve the resources and experiences available to children. We made a recommendation at the last inspection about this and have continued it within this report. (See recommendation one). To further support children's experiences staff would benefit from developing their understanding of how to develop quality play environments for children. Furthermore, staff should develop a greater understanding of the role of the adult in supporting children's play. (See recommendation two). We signposted the service to best practice guidance to support developments in this area.

The Covid-19 risk assessment for the setting had been updated since the last inspection. However, the risk assessment and cleaning checklists were not being effectively reviewed in line with guidance changes. We signposted the service to support documents in relation to risk assessments. We discussed the importance of risk assessments being used to effectively manage and mitigate the risk of Covid-19 to keep children and staff safe. We have continued the previous recommendation about the risk assessment within this report. (See recommendation three).

## Requirements

**Number of requirements: 0**

## Recommendations

**Number of recommendations: 3**

1. To enable children to have greater choices and lead their own play interests, consideration should be given to the range and quality of resources and experiences provided. This is so that children experience a greater balance and range of stimulating activities whilst the service maintains continued adherence to Covid-19 infection and prevention control guidance.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials (HSCS 1.32).

2. To support children's play experiences staff should develop their understanding of quality play environments and review the role of the adult in supporting play interests. Staff should review and develop play experiences in line with best practice guidance relating to play for school-aged children.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials (HSCS 1.32) and I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

3. To support a consistent and robust approach to effective infection prevention and control the manager and staff team should regularly review the COVID-19 risk assessment to ensure it reflects current guidance and provides key information for staff on the risks identified and the actions they must take to minimise and control these risks.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

**Grade: 2 - weak**

## Quality of staffing

### Findings from the inspection

Staff engaged with children through nurturing and supportive interactions. Staff offered praise and recognition of achievements such as when children completed a task or took part in a game. Children presented as relaxed and comfortable with staff. We saw they sought support and invited staff into their play indicating good relationships.

There were some early signs of staff learning and development beginning to have an impact on staff practice. This was particularly evident around the improvements in staff interactions with children. This was supporting children to be nurtured and included.

In relation to the quality of play experiences children would benefit from staff developing greater knowledge and understanding in this area. Staff should continue to develop their understanding of best practice relating to the play experiences of school age children so that they can promote high quality play that children will enjoy. (See recommendations one and two within the theme of Quality of Environment).

A cycle of support and supervision had been developed and through this staff were able to identify training needs and discuss aspects of their work. The manager should continue to develop this approach. Staff would benefit from continuous opportunities to reflect on and further improve their practice and skills to promote consistently positive outcomes for children. The manager had begun to develop ways to monitor and support staff practice. This included one to one discussion and some practice observations. This now requires further work to ensure a system for monitoring staff practice is formalised, robust and consistent. We have continued and updated a requirement from the last inspection regarding making and supporting improvements. The manager should ensure that clear areas for improvement are understood by all staff and that evidence of monitoring and evaluating areas for improvement is recorded. (See requirement one within the theme of Quality of Management and Leadership).

There were occasions when staff did not share information effectively with the manager, for example regarding children walking home independently. To promote children's safety and wellbeing there should be robust systems in place to support information sharing between the manager and staff. The manager must have an effective overview of the service and all children's care needs. (See requirement two within the theme of Quality of Management and Leadership).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 2 - weak

## Quality of management and leadership

### Findings from the inspection

The manager showed a willingness to engage in the inspection process and valued the guidance provided by inspectors. The manager and staff showed dedication to the service and were passionate about offering support to children and families. New staff felt supported by the manager and valued by the service.

The manager was beginning to develop systems to monitor and support staff practice. However, to make consistent and sustained improvements the monitoring and supporting of staff practice and the overall quality assurance systems required further improvement. Although the service had developed an improvement plan this was not effectively supporting meaningful change and development. For example, we found issues with medication, personal plans, and the quality of children's play experiences. The provider and manager must ensure the improvement plan provides clarity on what improvements are needed and how these will be achieved. Furthermore, appropriate timescales for improvements should be identified. Children and parents should be included in the improvement cycle wherever possible. Quality assurance systems needed to be improved to ensure that important aspects of the service are monitored, and any areas of concern are identified with key actions for improvement recorded. We have continued and updated a requirement from the last inspection regarding making and supporting improvements. (See requirement one).

Playworkers had delegated responsibilities in relation to children's care and support, for example maintaining and updating children's personal plans and medication requirements. We found the manager did not have a sufficient overview of children's care and support needs or their experiences at the service. The manager must have a clear responsibility for ensuring children are safe, healthy, and included. The manager must ensure that they are involved in decision-making processes to support staff and to maintain accountability. Where tasks or roles are delegated, the manager must ensure effective quality assurance processes are established. This is to ensure effective communication and reporting systems are in place to protect and maintain children's wellbeing. (See requirement two).

We discussed with the manager and provider the need for more robust and systematic approaches to improvement planning to effectively make and sustain change. We discussed the pace of change at which improvements needed to be made to ensure outcomes for children were as positive as possible.



## Requirements

### Number of requirements: 2

1. Children and parents must experience a service that has a culture of continuous improvement so that they experience consistently positive outcomes.

By 5 November 2021, the provider must ensure that children and parents experience a service that has a culture of continuous improvement with a focused and dynamic improvement plan that identifies key priorities. Robust and effective quality assurance systems must be in place to monitor and sustain positive experiences for children across all aspects of the service.

In order to achieve this the provider must adhere to the following:

a) the service improvement plan should be developed so that it provides a clear and robust plan for how the service will improve. This would include the steps that will be taken, set out key staff members with specific areas of responsibility and have clearly identified outcomes to be achieved within meaningful timescales,

b) ensure the manager has a sufficient understanding of the service and how staff are carrying out their work,

c) ensure effective systems for self-evaluation, auditing and monitoring are implemented for all areas of the service. These systems should be aligned to best practice guidance to support the manager and staff to drive forward and sustain improvements,

d) ensure staff are appropriately supported to engage in meaningful and relevant learning and development experiences and ensure there are systems in place to share and discuss best practice, for example team meetings,

e) ensure there is an effective system for monitoring staff practice that supports the improvement and development of staff practice and children's experiences.

This is in order to comply with Regulations 4(1)(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health & Social Care Standards which state that 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (4.19).

2. Children and families should experience a service that is well led and managed.

By 3 September 2021, the provider must ensure that the manager has an effective and robust overview of all aspects of the children's care and support needs. The provider must ensure the manager is effectively managing all aspects of the service relating to the regulated care of children.

In order to achieve this the provider must adhere to the following:

a) the manager must have the sufficient time and appropriate knowledge to effectively understand the needs of all children attending and effectively manage the aspects of the service relating to the regulated care of children,

b) the provider must ensure the manager and staff provide regular information to the provider (the committee) regarding the management of children's care and aspects of the service relating to the regulated care of children,

c) where tasks and roles are delegated the manager and provider must have processes in place to quality assure these tasks and roles. This would include taking appropriate actions to improve the delivery and management of the service as required.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 3, 4 (1)(a).

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

By Friday 26 March 2021, the provider must ensure staff have the skills, knowledge and confidence to engage with and support children in a consistently nurturing and supportive way that promotes inclusion and respect.

In particular the provider must:

- ensure staff develop and implement strategies of support and engagement with children which promote self-esteem and take account of children's individual needs and good practice guidance,
- ensure that staff have the appropriate skills, knowledge and confidence to effectively support and nurture children and demonstrate this within their work,
- ensure the manager develops and implements a system for monitoring staff practice that supports staff to be reflective practitioners.

This is in order to comply with Regulations 4(1)(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health & Social Care Standards which state, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice

and follow their professional and organisational codes (3.14) and 'I use a service and organisation that are well led and managed' (4.23).

**This requirement was made on 25 November 2020.**

#### Action taken on previous requirement

Children were experiencing nurturing and supportive interactions with staff. Staff had developed their practice to ensure engagement with children was respectful. Staff had undertaken training that was supporting them to have a greater understand of how to promote and support children's wellbeing. The manager had developed a system of support and supervision which was allowing staff time to reflect on and discuss their interactions with children. Whilst we have concluded that this requirement was met we have made and continued other requirements within the themes of care and support and management and leadership. These relate to improvement planning, quality assurance, monitoring and supporting staff practice and ensuring children's needs are effectively met.

**Met - within timescales**

### Requirement 2

By Friday 26 March 2021, the provider must ensure that children and parents experience a service that has a culture of continuous improvement with a focused and dynamic improvement plan that identifies key priorities. Robust and effective quality assurance systems must be in place to monitor and sustain positive experiences for children across all aspects of the service.

In particular the provider must:

- ensure the manager has a sufficient understanding of the service and how staff are carrying out their work
- ensure effective systems for self-evaluation, auditing and monitoring are implemented for all areas of the service. These systems should be aligned to best practice guidance to support the manager and staff to drive forward and sustain improvements
- ensure staff are appropriately supported through but not limited to additional learning and development opportunities, team meetings, and a system for monitoring staff practice.

This is in order to comply with Regulations 4(1)(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health & Social Care Standards which state that 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (4.19).

**This requirement was made on 25 November 2020.**

#### Action taken on previous requirement

Sufficient progress was not made in relation to this requirement. We found additional issues relating to children's care and support at this inspection and overall limited improvement within the service. We have continued and updated this requirement within this inspection report.

**Not met**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

To maintain the safe and effective administration of medication the service should review the recording of children's symptoms so that they are clear and provide staff with sufficient information for when medication should be administered. Any next steps that need taken as a result of children displaying these symptoms should also be clearly recorded to maintain children's health and wellbeing needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support because people have the necessary information and resources (HSCS: '4.27).

**This recommendation was made on 25 November 2020.**

#### Action taken on previous recommendation

The service had not progressed this recommendation and we found further issues with the understanding of best practice guidance and the management of children's medication and health care needs. As a result we have issued the service a requirement within the theme of Quality of Care and Support.

#### Recommendation 2

To enable children to have greater choices and shape their own play, consideration should be given to the resources and experiences provided. This is so that children experience a greater balance and range of stimulating activities whilst the service maintains continued adherence to COVID-19 infection and prevention control guidance.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials (1.32).

**This recommendation was made on 25 November 2020.**

#### Action taken on previous recommendation

The service had not made sufficient progress with this recommendation, therefore we have continued it into this report. Whilst we acknowledged there were some additional resources offered to children compared with the last inspection, the overall quality of these resources and experiences remained poor. We have also made a recommendation about staff developing their understanding, knowledge and skills in relation to the role of the adult and ensuring good quality play environments are established.

#### Recommendation 3

To support a consistent and robust approach to effective infection prevention and control the manager and staff team should regularly review the COVID-19 risk assessment to ensure it reflects current guidance and provides key information for staff on the risks identified and the actions they must take to minimise and control these risks.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (5.22) and 'I experience high quality care and support because people have the necessary information and resources' (4.27).

**This recommendation was made on 25 November 2020.**

#### Action taken on previous recommendation

The risk assessment had been updated with some additional risk and mitigations. However, it had not been regularly or effectively review in line with updates to guidance. The risk assessment did not include all the risks present and did not provide clarity for staff on how each risk would be managed. As a result, we have continued this recommendation within the theme of environment.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
8 Aug 2019	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
7 May 2019	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 2 - Weak 2 - Weak 2 - Weak
31 Oct 2016	Unannounced	Care and support Environment 5 - Very good Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
1 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
26 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
24 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
14 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 4 - Good 4 - Good
27 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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