

Little Dreams Nursery Day Care of Children

42-44 Bon Accord Street
Aberdeen
AB11 6EL

Telephone: 01224 576 130

Type of inspection:
Unannounced

Completed on:
15 December 2021

Service provided by:
LD Nursery Ltd

Service provider number:
SP2011011656

Service no:
CS2011299582

About the service

Little Dreams Nursery was registered with the Care Inspectorate on 16 February 2012.

This service is privately owned and works in partnership with Aberdeen City Council to provide funded pre-school places. The service is provided from a two storey building in the city centre of Aberdeen.

The service is currently registered to provide a care service to a maximum of 53 children aged from birth to those not yet attending primary school. The service is registered to be able to operate between the hours of 7:30am to 6:00pm Monday to Friday.

The service aims include:

- To provide a safe, secure, welcoming and happy environment for children from the ages of 6 weeks to 5 years.
- To provide quality experiences for children aged 0 to 3 following the guidance contained in the Pre Birth to Three document - Positive Outcomes for Scotland's Children and Families.
- To follow the Curriculum for Excellence for children aged 3-5 years in order to provide quality activities and experiences to promote each child's development and learning in all 8 areas of the curriculum.
- To apply the GIRFEC (Getting it Right For Every Child) approach to enable each child to become a confident individual, an effective contributor, a successful learner and a responsible citizen.
- We will use SHANARRI to support children to be : Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

The Care Inspectorate have a duty to provide assurance and protection for people who use services, their families and carers and the wider public. This inspection was carried out between 30 November and 15 December 2021 following a serious incident that happened at the nursery in November 2021. We carried out a complaint investigation in November 2021 into this incident which was upheld. Eight requirements were made following the complaint and these are stated at the end of the inspection report. Some of the requirements related to a particular room within the nursery which was closed at the time of the inspection. We will therefore assess compliance with these at the next inspection.

What people told us

We received feedback from eight parents and carers.

When asked what the service did well parents and carers told us the following:

- "My child is continuing to learn and develop."
- "They make a big effort to help him learn through the interests that he has."
- "I can tell from the conversations I have with them every day about my little boy's day, they care about him, notice changes in him, want to help him progress and develop."
- "They are great at getting to know the kids, understanding the kind of people they are, their interests, what support they need, how much independence they need."
- "The ladies in the nursery have made nursery a great environment for my son to be in. He is thriving and learning new things every day. You can see they really care for the children."
- ".....really creating a positive environment and a culture of kindness and respect amongst staff. Every member of staff I have met are polite and lovely."
- "My child is very shy and cautious until he feels comfortable with people and the environment he is in, he

needs quite a bit of encouragement with new people and places before he feels confident.....They have really helped us to bring him out of his shell."

- "My son loves going to nursery and sometimes doesn't want to leave.....It's a great nursery and the girls there have played a big part in making my son into the happy, kind, funny, smart little boy he is."

We also asked parents and carers what could be improved in the nursery and they told us the following:

Some parents stated that they would like more detailed feedback about their child and on a more regular basis:

- "Personally, I miss that since she has moved to the 2s room we don't get a sheet of her day."
- "I would like more information about how she is learning, specifically, she is good with colours and animals, but not good at sharing toys."
- "We have an online learning journal. I would ideally like this to be updated much more often than it currently is because although we have a chat at drop off and pick up I generally don't feel I know what he does with a lot of his day."
- "...more entries in the learning journals."
- "...love to see more of a development plan, what my son is finding challenging and we can work with the nursery when he is at home so he can continue his development."
- "The learning portal is not updated regularly and some updates we get a week behind in the 1-3's room."

Parents also indicated that they would like the system for dropping off and collecting children to be improved. The current arrangements were put in place in response to keep children, families and staff safe during the pandemic. Some parents commented that they were sometimes waiting for lengthy periods of time to collect their child. One parent stated this could be up to a period of 25 minutes. Some parents also said that the car park could be very busy which was particularly problematic when it is dark early. One parent indicated that there was not a reverse parking policy in place to mitigate the risks. The provider and manager however stated that there was a reverse parking policy in place.

One parent said they would really like there to be a shared online space for parents to interact.

Self assessment

A self assessment was not requested before the inspection took place. We looked at the services improvement plan during the inspection.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Staff were caring in their interactions with children. Children's records were in place which supported staff to get to know the children. We found that staff knew the children they cared for and understood their different needs and preferences. To ensure that all children's needs are considered and any support required is identified it would be beneficial for children's personal plans to be more focused on the wellbeing indicators (SHANARRI - safe, healthy, achieving, nurtured, active, respected, responsible and included).

Staff were able to give an account of the different types of abuse and their role in recording and reporting concerns. They had undertaken online training and had further in-house safeguarding face to face discussions, using different scenarios within the nursery to ensure understanding. When we looked at a sample of children's records (chronologies) we found that staff had identified concerns which should have been passed on to investigating authorities for their assessment. This is to keep children safe. We did not make a requirement as a requirement in relation to safeguarding children was made at an earlier visit to the service. It can be found at the end of this report. **(Requirement 5)**

We observed the lunchtime experience for children. Although the children were supervised most of the time there were short instances where children were eating without supervision. At these times, we observed there to be infection control incidents such as children drinking from each others water bottles and children using their hands to self serve. We know that incidents can happen very quickly. To ensure effective infection prevention and control, the risk of children choking is reduced and children are protected from accessing foods that they cannot have due to allergy or dietary preference, close supervision is required at all times when children are eating. **(See requirement 1)**

Children had to wait a lot during their time at nursery. For example, all children within one room had to wait to go outside together and come back inside together. Much waiting about meant that children accessed outdoor space for only short periods of time. At lunchtime children in the 1 - 3 years room were waiting too long at the table before lunch was served. This was the case over two different inspection visits. This was very difficult for some children who became agitated and upset. The routines of the nursery must become more flexible in order to support positive outcomes for the children.

Requirements

Number of requirements: 1

1. By 7 January 2022 to ensure children's health, wellbeing and safety during mealtimes, the provider and manager must at a minimum ensure that:

- a) children are appropriately supervised at all times and able to enjoy meals and drinks in a relaxed and calm atmosphere.
- b) staff are knowledgeable and competent in relation to safe and appropriate meal time practices.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'My care and support meets my needs and is right for me.' (HSCS 1.19)

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

This is to ensure that staff skills and knowledge is consistent with 'Setting the Table - Nutritional guidance and food standards for early years childcare providers in Scotland'

<https://hub.careinspectorate.com/media/1615/setting-the-table-nutritional-guidance-and-standards-for-childcare.pdf>

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

We saw positive action being undertaken by staff to reduce the risk of infection. This included staff ensuring they maintained an appropriate distance from each other, and their rooms were well ventilated, washing their hands in line with guidance and following procedures to minimise staff from different rooms being in contact with each other.

However, we also observed a number of concerns in relation to infection control. There was inconsistent practice in relation to children's handwashing. Sometimes it was undertaken well and at other times poorly. This was fed back to the manager and provider at the end of the first site visit and we noted an improvement at the second site visit. Some children were also instinctively using their hands to lift the lidded bins rather than use the pedal thereby contaminating hands that had just been washed.

Although staff were using their masks when they were in communal areas, they were not using them in line with the most up to date guidance. They were touching their masks regularly and wearing them around their chins when not in use instead of storing them hygienically as detailed within the guidance. Other infection control issues were highlighted to the providers and manager during feedback. **(See recommendation 1)**

We observed children playing in the enclosed outdoor garden. There were some natural materials and loose parts which the older children enjoyed. We saw children using the mud and leaves to make things. Much fun was had filling up pans and watering cans at the water butt, then watering the plants. The older children who wore waterproofs had fun splashing in the puddles.

Children enjoyed playing outdoors using the ride-on toys, scooters and bikes. It was positive that they had the opportunity to engage in some energetic play however helmets should be used when using scooters and bikes. This was fed back at the end of the first site visit and we noted that helmets had been purchased and were in use at the second site visit.

We observed there to be a number of plastic resources within some of the rooms. Introducing more natural materials and open-ended resources would help to encourage children to use their imagination, be creative and to problem solve. More natural resources would be beneficial and available at children's height so that they can develop independence in making choices and directing their own play. The service should also create more cosy and inviting spaces for reading and other quieter activities. **(See recommendation 2)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To keep children, families and staff safe and healthy the manager should ensure that the most up to date national infection control guidance is followed by staff at all times.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'My environment is secure and safe.' (HSCS 5.17)

This is to ensure that staff skills and knowledge is consistent with Scottish Government guidance 'Coronavirus (Covid-19) : early learning and childcare services'

<https://www.gov.scot/publications/coronavirus-covid-19-early-learning-and-childcare-services/>

2. To ensure that children receive a high level of stimulation and challenge appropriate to stage of development the manager should further develop the environment to ensure it is rich in natural resources and open ended resources.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: '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 1.31)

This is to ensure that staff skills and knowledge is consistent with 'My World Outdoors - Sharing good practice in how early years services can provide play and learning wholly or partially outdoors'

<https://hub.careinspectorate.com/media/1557/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can.pdf>

and

'Loose Parts Play - A toolkit'

<https://hub.careinspectorate.com/media/1258/loose-parts-play-toolkit.pdf>

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff showed a caring attitude towards the children. They were motivated and passionate about their role.

We sampled staff files and found that all relevant information such as police checks, and references were in place before staff started working in the service. The recruitment process was undertaken by the providers of the service and often did not include the manager. We were advised by the providers that the manager

would be fully involved in recruitment going forward.

Staff told us they felt the induction process supported them well to undertake their role. We looked at a sample of induction records and found that there were opportunities for the manager and new staff members to meet up on a weekly basis to review progress. However, the weekly review records need to be improved to ensure that a thorough assessment of the inductee's progress is being undertaken.

Staff felt that they worked well as a team and felt well supported. They had undertaken a range of core training including child protection, infection prevention and control and food hygiene. We found however that although staff had undertaken training, there continued to be areas for improvement in relation to infection prevention and control and child protection. These are reported on under 'care and support' and 'environment.' Staff had recently been asked to read the settings whistleblowing and emergency policies. There had been a training and discussion session with staff to ensure that they understood these documents and their roles and responsibilities using case scenarios. We found that staff now understood these policies very well. Staff were to attend a full day first aid training course on Saturday 4 December 2021. We will assess their knowledge and understanding in relation to first aid at the next inspection of the service.

The training plans did not fully take account of the individual training needs of staff as well as the training needed as a staff group. Staff had not undertaken any training in relation to best practice such as 'Realising the Ambition,' attachment theory, child development and schemas." This was evident in some staff practice. For example, the less flexible routines, including outdoor play opportunities, lack of natural and open-ended resources in some rooms to support children's creativity and problem-solving skills and the level of adult directed play and activities. Staff had also identified additional support needs, including autism as an area in which they felt training would be beneficial. We did not make a requirement as a requirement in relation to staff training was made at an earlier visit to the service. It can be found at the end of this report.

(Requirement 6)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

Staff felt that the senior supervisor and the manager were very helpful and approachable. Feedback from parents and carers was that the manager was very approachable and any issues raised with them were addressed very promptly and to the parent/carers satisfaction.

The providers were very involved in the running of the service. For example, they undertook the recruitment of staff, were two of the named child protection lead officers for the service and would undertake the

managerial role if both the manager and the senior nursery supervisor were absent from the service. We found that there needed to be more clarity about the roles and responsibilities in relation to the manager and the providers so that everyone, including staff, parents/carers and external agencies are clear about how the management of the service works.

Peer monitoring was being undertaken on a regular basis in all the rooms however the observations were very limited. They did not provide much depth about how the experience was for the child, their learning, what went well and what could be improved. The staff team need to develop their self-evaluation skills so that they can be effectively involved in improving the service.

Observations of handwashing had taken place which was positive. However, where issues were identified we did not see any evidence of a further observation taking place to ensure that improvements had been made. The manager has informed us that these follow up observations were contained within staff files.

A new improvement plan had been put in place and we could see evidence of the nursery working through this. The manager told us that the previous improvement plan had a focus on infection control to reflect the current pandemic and the need to keep everyone safe and healthy. We found however that there were several issues in relation to infection control during our two site visits. The previous improvement plan also focused on how to involve parents more, developing outdoor areas and including parent feedback. We heard from parents that they were consulted in relation to improving the outdoors space and were happy with the progress made.

The leadership and quality assurance (QA) systems of the service overall was not effective. The manager and senior staff had not identified the areas for improvement that we identified during the inspection and highlighted in the report including aspects of infection prevention and control and supporting children at mealtimes. Therefore, the monitoring systems were not effective. This contributed to a service where best practice was not effectively implemented and sustained. The manager and staff need to use effective self-evaluation to identify the areas for improvement to support positive outcomes for children.

We did not make a requirement as a requirement in relation to quality assurance was made at an earlier visit to the service. It can be found at the end of this report. **(Requirement 7)**

Requirements

Number of requirements: 0

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

In order to ensure that children feel confident in the people who support and care for them the provider must ensure that:

- all children are effectively supervised by confident skilled staff;
- all care and support needs take priority over general housekeeping tasks;
- at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

To be completed by: 22 November 2021

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'My needs are met by the right number of people.' (HSCS 3.15)

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

This requirement was made on 18 November 2021.

Action taken on previous requirement

This requirement was made in relation to a particular room which was closed at the time of the inspection. The providers and the manager informed that they were in the process of recruiting new staff. We will look at this requirement further at the next inspection.

We did note that a cleaner had been put in place to do the cleaning of the nursery at the end of the day. This freed up staff from across the different rooms in the nursery and allowed them to focus more on the children's care and support.

Not met

Requirement 2

In order to ensure that children feel confident in the people who support and care for them the provider must ensure that:

- all staff undertake high quality first aid training, which must include paediatric first aid;
- all staff can confidently and competently undertake emergency first aid when required.

To be completed by: 17 January 2022.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which states that: '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.' (HSCS 3.14)

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

This requirement was made on 2 December 2021.

Action taken on previous requirement

The provider advised that staff would undertake full day first aid training on 4 December 2021. We will look at this requirement further in relation to staff knowledge and understanding of first aid at the next inspection of the service.

Not met

Requirement 3

In order to ensure that children feel confident in the people who support and care for them, the provider must ensure that:

- all staff undertake refresher training in relation to the service's emergency policy and procedure;
- all staff can confidently and competently demonstrate they are able to follow the policy and implement this procedure without delay.

To be completed by: 26 November 2021

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: '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.' (HSCS 3.14)

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

This requirement was made on 18 November 2021.

Action taken on previous requirement

We found that staff had received refresher training in relation to the services emergency procedure. Discussions with staff indicated that they were knowledgeable in relation to the procedure and the action they needed to take, relative to their role when responding to emergencies.

Met - within timescales

Requirement 4

In order to ensure that children feel confident in the people who support and care for them the provider must ensure;

- all staff receive refresher training in relation to whistleblowing;
- all staff have a clear understanding of the service whistleblowing policy and procedures;

- all staff can confidently and competently manage a whistleblowing concern. The provider must also evidence to the Care Inspectorate the child protection training, sourced from an external trainer has been organised for staff to attend as soon as is practicably possible.

To be completed by: 26 November 2021

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: '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.' (HSCS 3.14)

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

This requirement was made on 18 November 2021.

Action taken on previous requirement

We found that staff had received training in relation to whistleblowing and could demonstrate an understanding of what it meant and what they could do if they had concerns about a staff, manager or providers practice. Staff reported that they felt confident and understood their role in keeping everyone safe.

Child protection training has taken place. Discussion with staff indicated that they had a good understanding of their role in relation to responding to concerns. However when we looked at a sample of children's records (chronologies) we found that staff had identified concerns which should have been passed on to investigating authorities for their assessment in line with current best practice.

This requirement has not been fully met and we will carry it forward to the next inspection of the service.

Not met

Requirement 5

5. In order to ensure that children feel confident in the people who support and care for them the provider must ensure:

- all staff understand what may constitute a child protection concern and are fully familiar with the indicators of abuse;
- all staff have a clear understanding of the service child protection policy and procedures;
- all staff can confidently and competently manage a child protection concern;
- all staff have a clear understanding of their responsibilities to refer any concerns on to the lead agencies.

To be completed by: 17 January 2022

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20)

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

This requirement was made on 2 December 2021.

Action taken on previous requirement

We followed up on this requirement and this is detailed under 'care and support.'
We will look at this requirement further during the next inspection of the service.

Not met

Requirement 6

6. In order to ensure that children are able to achieve and experience high quality care and nurture the provider must ensure that: - all staff have a clear understanding of their role in supporting children's development and learning by;

- identifying and addressing staff's training needs;
- organise high quality ongoing training opportunities based on staff's individual needs;
- include the following training; child development, observation, planning and assessment, attachment led practice;
- use national and local authority guidelines to identify good practice and inform staff's development;
- implement an improvement plan in relation to the learning and development needs of the staff team and ensure that staff practice is effectively monitored;
- the induction programme is reviewed to ensure that it is meaningful and contributes to developing a skilled and experienced staff team.

To be completed by: 17 January 2022

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: '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.' (HSCS 3.14)

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

This requirement was made on 2 December 2021.

Action taken on previous requirement

We followed up on this requirement and this is detailed under 'staffing.'
We will look at this requirement further during the next inspection of the service.

Not met

Requirement 7

In order to ensure that children are able to achieve and experience high quality care and nurture the provider must ensure that: - the service is well lead and managed, and that there is a culture of continuous improvement;

- the manager has the necessary skills, experience, knowledge and is able to undertake the role and responsibility of a manager demonstrating competency and confidence.

To be completed by: 17 January 2022

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

This is in order to comply with: Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 2 December 2021.

Action taken on previous requirement

We followed up on this requirement and this is detailed under 'management and leadership.'
We will look at this requirement further during the next inspection of the service."

Not met

Requirement 8

8. In order to ensure that children feel confident in the people who support and care for them the provider must ensure that:

- all children experience continuity of care and that they have opportunities to bond with key staff;
- staff are appropriately deployed to ensure that they are sufficient in numbers to meet children's emotional needs.

To be completed by: 26 November 2021

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I can build a trusting relationship with the person supporting and caring for me in a way that we both feel comfortable with.' (HSCS 3.8)

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

This requirement was made on 18 November 2021.

Action taken on previous requirement

This requirement specifically related to staff within the room that was closed at the time of the inspection. We followed up on this requirement and although it related to the room that was closed, we found that there was continuity of care for children in the other rooms.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
18 Jul 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
19 Apr 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
6 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
10 Dec 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
11 Jun 2014	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak

Date	Type	Gradings	
2 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 3 - Adequate Not assessed
25 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
22 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 3 - Adequate

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