

Bearsden Before and After School Service Day Care of Children

Bearsden Ski Club
Stockiemuir Road
Bearsden
Glasgow
G61 3RS

Telephone: 07867 455 061

Type of inspection:
Unannounced

Completed on:
24 June 2025

Service provided by:
ScotNursing & Medical Services
Limited

Service provider number:
SP2011011689

Service no:
CS2012313206

About the service

Bearsden Before and After School Service has been registered with the Care Inspectorate since 24 March 2014. The service may offer care to a maximum of 40 primary school-age children in the morning and 45 primary school-age children in the afternoon. The service operates term-time from 07:30 to 09:00 and 15:00 to 18:00, term time only. 27 children were in attendance on the first day of our inspection and 26 children were in attendance at the breakfast club on the second day of our inspection.

Bearsden Before and After School Service provides an out-of-school care service from the Bearsden Ski Club building located in Bearsden, East Dunbartonshire. Due to a fire which damaged parts of the building, the service is currently unable to use their designated playroom. They are presently using the café area. As well as the use of toilet facilities and a kitchen. Staff ensure that the children have time each day to play in the school playground.

About the inspection

This was an unannounced inspection which took place on 27 May 2025, 29 May 2025 and 24 June 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with children using the service
- We received no feedback from families through online questionnaires
- Spoke with five staff
- Spoke with the director/manager of the service
- Observed practice and daily life
- Reviewed documents

Our inspection raised significant concerns in relation to how children's health, welfare and safety needs were met. As a result, we issued the service with an Improvement Notice on 22 July 2025. For further details of this enforcement, please refer to see service's page on our website at <https://www.careinspectorate.com/index.php/care-services?detail=CS2012313206>

As part of this inspection, we undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

Staff deployment.

Safety of the physical environment, indoors and outdoors.

The quality of personal plans and how well children's needs are being met.

Children's engagement with the experiences provided in their setting

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- An Improvement Notice with four required improvements was issued to the provider on 22 July 2025. For further details of this enforcement see the service's page on our website at <https://www.careinspectorate.com/index.php/care-services?detail=CS2012313206>
- The provider and staff must ensure that children's personal plans are fully completed, reviewed, and updated every six months or before, depending on the needs of the child.
- The management and staff must improve the systems for the safe storage, recording and administration of medication.
- The provider must ensure that all staff, including those undertaking the day-to-day management of the service, are registered with the appropriate regulatory body, such as the Scottish Social Services Council (SSSC).
- The provider must organise training for staff, including but not limited to child protection, first aid and infection prevention and control.
- The provider must assess the current environment utilised by the out of school care to ensure it is safe and suitable for children's needs.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	2 - Weak
How good is our setting?	1 - Unsatisfactory
How good is our leadership?	1 - Unsatisfactory
How good is our staff team?	2 - Weak

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

2 - Weak

1.1 Nurturing care and support

As the service is performing at a **weak** level, we are concerned about the welfare, health, and safety of children. We issued the service with an improvement notice connected to these concerns on 22 July 2025. For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Children were settled at the out of school care. Children received warm and nurturing interactions from staff. We observed staff were kind and patient with children. They took the time to listen to them and respond to their requests and wishes. This helped build strong, trusting relationships between staff and children.

Staff had made improvements to the breakfast and snack routine following our previous inspection. We observed children self-select, prepare, and serve the food options available. This supported children to develop their independence and life skills. Children now utilised bowls, plates and cups for their snack and meals which supported a more positive mealtime experience. Food choices available for children were nutritious. Staff considered individual dietary requirements which were now clearly recorded.

At our previous inspection we highlighted improvements were needed as the medication procedures, policies and documentation were not in line with best practice guidance. We found there continued to be inconsistency in the management of medication in the service. Consent forms were not in line with current best practice guidance. Staff had not received training on the new policy and procedures. While medication was now safely stored within individual labelled boxes; we noted some medication stored on the property was out of date. The provider and manager should improve the systems for recording, administering, and auditing of medication. This is to ensure that medication is administered safely and supports children's health and wellbeing in the service. This requirement was not met and is now subject to an Improvement Notice which was issued on 22 July 2025.

During the inspection we identified personal care plans were inconsistent and not effectively established to meet children's individual needs. We looked at a range of documents that would make up a child's personal plan. We noted that the information was not up-to-date, and in some cases, there was no care plan information available. We found that not all children in the service had a personal plan in place or available to view. This meant children's holistic wellbeing needs were not always met as staff were unable to access personal plans through the new online systems introduced. This is now subject to an Improvement Notice which was issued on 22 July 2025.

1.3 Play and Learning

Overall, children's play experiences needed further improvement to consistently inspire and motivate children. We found staff worked well as a team. They listened to and responded warmly to children's requests and ideas. A weekly planner was created by staff which identified one adult led activity per day. We observed children engage in these activities with staff encouragement. At our previous inspection we suggested staff visit the Care Inspectorate HUB to explore best practice documents, as well as further training on child development which could support staff's knowledge and skills to enhance children's choice of play experiences. This had not been progressed, staff were not aware of practice documents and had not attend training on child development or play. This was an area for improvement at the last inspection that has not been met and has been repeated.

The range and depth of experiences and resources remained inconsistent and did not support all children to experience high quality play. Children had some opportunities to decide what they wanted to play with indoors. However, the range of toys and play experiences were limited due to the space available in the environment. We have explored this further in quality indicator 2.2. Staff set out some activities in the space available prior to the children's arrival. At our previous inspection staff agreed that updating resources should be a priority of the service improvement plan, with a particular focus on older children attending. We discussed this with the manager at the out previous inspection. We found no progress had been made that had significantly impacted on the experiences and outcomes for children at the service.

Staff ensured children had daily opportunities to play outdoors afterschool, however this could be weather dependent. Children were collected from teachers and then given the opportunity to get some fresh air in the school playground or local park before making their way to the ski club. We observed children were happy, active, and confident playing in the school playground independently with their friends.

The team had reviewed their current planning cycle and had begun to utilise the floor book to record children's ideas and suggestions. However, we found the staff member that led this project had left the service and the input was now inconsistent. This meant not all children experienced play and learning that was relevant, personalised or sufficiently challenging for their stage of development. This led to missed opportunities to support children to extend their play experiences and develop their skills at the service. This was an area for improvement at the last inspection that has not been met and has been repeated.

How good is our setting?

1 - Unsatisfactory

As the service is performing at an **unsatisfactory** level, we are concerned about the welfare, health, and safety of children. We issued the service with an improvement notice connected to these concerns on 22 July 2025. For further details of this enforcement see the service's page on our website at <https://www.careinspectorate.com/index.php/care-services?detail=CS2012313206>

At the time of inspection, there were significant concerns about safety measures within the environment. This included open access to the premises, which increased the risk of children leaving or unauthorised persons entering. During the inspection visit, the café room was not effectively secured to ensure children's safety, and the security gate was not in use. This put children and staff at risk as they were not supported in a safe and secure environment. (see requirement 1).

At our previous inspection we highlighted the space available in the café was not suitable for the children. This had not been progressed, whilst the provider advised they were considering various options there was no clear plan or timeframe in place. The setting itself needed improved to create warmth and be more welcoming for children. There were limited homely touches and decoration to invite children into play. The room had various tables, chairs, and sofas where children were able to play board games and draw pictures. Children played on the floor with dolls and blocks due to the lack of space available. This meant that there were limited opportunities for staff to plan meaningful play-based experiences for children attending the service.

Children were able to make some decisions on what they wanted to do while at the service. The staff had created a picture inventory book, however this was not utilised during our visit and was stored in the cupboard. We had previously asked the provider and manager to review the current resources and to extend open-ended materials to provide challenge, develop curiosity and imagination for the various developmental stages of children attending. This had not been progressed and is now an area for improvement.

We found infection prevention and control measures had improved since our previous inspection. Children and staff washed their hands at appropriate times, utilising the repaired portable sink in the playroom. Personal protective equipment (PPE) was being used by staff appropriately. Cleaning schedules had been established, and staff were aware of their role in supporting infection control at the service. The team could now access the kitchen and dishwasher. This helped to facilitate a safe and healthy environment for children.

Accident and incident procedures had improved since our last inspection. Staff were aware of their responsibility to keep children safe when in their care. Children utilised hi visibility vests when travelling to and from school on the busy roads. Staff were now able to support children to cross the road safely, as an appropriate number of staff were deployed in the mornings and after school to ensure safe transitions to the service's venue.

At our previous inspection we found that some of the children's information was not stored or managed properly. Some progress had been made to meet this area for improvement. For example, the locked filing cabinet was now organised, and some folders with information were easily accessible. However, staff still did not have access to all children's personal plans. The provider / manager advised staff do have a work laptop and encrypted key but lack confidence in using the systems. We suggested staff receive suitable training and support to improve their confidence in accessing, reviewing, and updating documents on the new online systems.

Requirements

1. By 30 September 2025, the provider must ensure children experience high quality facilities that support children to play and rest in an environment that is safe, secure and is well maintained. The provider and manager must, at a minimum;
 - a) Review the entry and exits within the building to ensure they are always safe and secure.
 - b) Implement robust risk assessments to support a safe environment for children when accessing the out of school care facilities.

This is to comply with Regulation 10 (2)(a)(d) (fitness of premises) of the Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience an environment that is well looked after with clean, tidy and well- maintained premises, furnishings and equipment' (HSCS 5.22). 'My environment is secure and safe' (HSCS 5.17).

Areas for improvement

1. To support children's play and learning, management and staff should look at creating an environment that inspires children's imagination, curiosity and creativity. Management and staff, in partnership with children, should review and improve the resources available to ensure they are developmentally appropriate and present the appropriate level of challenge for children of all ages.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

How good is our leadership?

1 - Unsatisfactory

As the service is performing at an **unsatisfactory** level, we are concerned about the welfare, health, and safety of children. We issued the service with an improvement notice connected to these concerns. For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

An improvement plan had been developed based on the outstanding requirements and letter of serious concern issued at the previous inspection. While some progress had been made in the service, further improvements were still needed to improve outcomes for children and staff. The improvement plan needed to be a shared document, which informed the staff and management's understanding of the priorities, and the actions required to meet these improvements. The provider and manager must strengthen the approaches to improvement planning to ensure the pace of change is consistently able to drive and sustain developments in the service. This will ensure children benefit from a service that continues to grow and evolve.

We found there was insufficient capacity and skills to support the programme of continuous improvements in the setting. Clear leadership roles were not established in the setting, which meant leaders failed to motivate staff to raise standards in the service. This showed us the service had limited capacity for change. This is not acceptable practice, which places children's health, welfare and safety at risk, and compromises children's dignity and rights. This is now subject to an Improvement Notice which was issued on 22 July 2025.

The continued lack of robust and effective quality assurance systems adversely impacted the quality of the service for children and staff. The approach to quality assurance was inconsistent. There continued to be significant gaps in the quality assurance systems related to the environment, the management of personal plans and staff's continuous professional development. Outcomes for children were not as positive as possible, and improvements were needed to the quality assurance processes to ensure meaningful change. This requirement was not met and is now subject to an Improvement Notice which was issued on 22 July 2025.

Quality assurance of practice must be addressed. Leaders should identify learning requirements for staff to continue to develop their skills and knowledge to provide high quality outcomes for children. Leaders must ensure that any continuous professional learning is underpinned by and considers the codes of practice for childcare workers, the principles of the UNCRC (United Nations Convention on the Rights of Children) and the Health and Social Care Standards. Leaders must provide opportunities for staff to suitably reflect on their practice and give useful feedback in order to identify any learning needs of staff. This approach would support an improvement in the quality and standard of service delivered.

How good is our staff team?

2 - Weak

As the service is performing at a **weak** level, we are concerned about the welfare, health, and safety of children. We issued the service with an improvement notice connected to these concerns on 22 July 2025. For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Staff present on the days of inspection were friendly, approachable, and participated well in the inspection process. They were keen to tell us about the improvements to snack time and the floor books they had been able to achieve. They recognised that continuous improvements were necessary to achieve better outcomes for children and the service overall.

Staff communicated well with each other across the breakfast club and afterschool session. There was a strong team ethos, and the team spoke highly about working with their colleagues. We observed staff being flexible in their deployment when their colleagues asked for help. Staff were respectful and polite in their interactions which supported a positive, inclusive culture in the service. This role modelling supported children to engage in a respectful manner with their friends and staff. However, staff continued to highlight communication between the team and management needs to be improved to support clear lines of communication and reciprocal relationships that will drive improvements in the service.

We found there had been improvements to the deployment of staff in the setting. The service had employed an additional staff member which made the management of planned and unplanned absences more effective. The provider and manager must ensure this practice is sustained and the service is working within the conditions of their registration. This will promote children's safety when attending the service.

We found that staff had not undertaken training we had highlighted at our previous inspection. We found new staff had not completed core training such as child protection, first aid and infection prevention and control. Existing staff had not been supported to complete refresher training on child protection, medication, child development or recent best practice documents for the sector. This requirement was not met and is now subject to an Improvement notice issued on 22 July 2025.

The provider had not progressed monitoring processes to ensure that staff were appropriately registered with the relevant professional body for their role. This was not in line with the Scottish Social Services Council (SSSC) codes of practice for employers and employees. We viewed the current staffing for the service held by the SSSC which highlighted that a staff member, undertaking the day-to-day management of the service, was not registered appropriately. This requirement was not met and is now subject to an Improvement notice issued on 22 July 2025.

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

Requirements

Requirement 1

By 8 March 2024, the provider must ensure that the care and support needs of children are being effectively met. To do this, they must, at a minimum:

- a) ensure that every child attending the service has their own personal plan
- b) ensure the plans include all aspects of the child's health, welfare and safety needs and how the service intends to meet these
- c) put in place procedures to ensure that the plans are reviewed and updated every six months or before, depending on the needs of the children.

This is to comply with Regulation 5(1)(2)(a)(b)(c)(d) and (4) (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "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" (HSCS 1.15).

The management and staff should also consider referring to the Care Inspectorate's document: Guide for Providers on Personal Planning - Early Learning and Childcare.

This requirement was made on 29 November 2023. This requirement was not met and we agreed an extension until 27 May 2025.

This requirement was made on 29 November 2023.

Action taken on previous requirement

This requirement was not met and is now subject to an Improvement notice.

For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Not met

Requirement 2

By 27 March 2025, the provider must develop a medication procedure that supports children's health needs. To do this the provider must, at a minimum:

- a) develop, implement, and share with staff and parents a medication procedure which takes account of good practice guidance
- b) evaluate staff understanding of the medication procedures and provide further training opportunities required
- c) establish an effective recording and auditing process for medication.

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 is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24.) and "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

This requirement was made on 27 January 2025. This requirement was not met, and we agreed an extension until 27 May 2025.

This requirement was made on 27 January 2025.

Action taken on previous requirement

This requirement was not met and is now subject to an Improvement notice.

For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Not met

Requirement 3

By 8 March 2024, the provider must ensure that staff working at the service are registered with the appropriate regulatory body, such as the Scottish Social Services Council (SSSC). To do this, the provider must, at a minimum:

- a) ensure that the manager is registered with the Scottish Social Services Council
- b) ensure that the manager maintains their registration and meets the conditions of their registration within the timescale allocated to them by the Scottish Social Services Council.

This is to comply with Regulation 7(1) and 7(2)(d) (Fitness of managers) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I use a service and organisation that is well led and managed" (HSCS 4.23) and "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 requirement was made on 29 November 2023.

This requirement was made on 29 November 2023. This requirement was not met, and we agreed an extension until 27 May 2025.

This requirement was made on 29 November 2023.

Action taken on previous requirement

This requirement was not met and is now subject to an Improvement notice.

For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Not met

Requirement 4

By 8 March 2024, the provider must ensure that the care and support needs of children are being effectively met. To do this, they must, at a minimum:

- a) ensure that at all times, suitably qualified and competent persons are working in the care service in such numbers as are appropriate to meet the health, welfare, and safety of service users
- b) ensure staff complete core training such as child protection, first aid and infection prevention and control.

This is in order to comply with Part 3, Section 7(1) of the Health, and Care (Staffing)(Scotland) Act 2019. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that : "My needs are met by the right number of people" (HSCS 3.15) and "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 requirement was made on 29 November 2023.

This requirement was made on 29 November 2023. This requirement was not met, and we agreed an extension until 27 May 2025.

This requirement was made on 29 November 2023.

Action taken on previous requirement

This requirement was not met and is now subject to an Improvement notice.

For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Not met

Requirement 5

1. By 27 May 2025, the service provider and management team must improve the outcomes for children and their families by introducing a robust and effective quality assurance process. To do this, the provider must at a minimum ensure:

- a) effective quality assurance processes, self-evaluation and improvement plans are in place, which have involved staff, children and parents to lead continuous improvement
- b) the improvement and action plan created following the letter of serious concern is monitored and progressed
- c) that the manager and staff have the capacity, time and skills to support a programme of continuous improvement.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having a robust and transparent quality assurance processes" (HSCS 4.19).

This requirement was made on 27 January 2025. This requirement was not met, and we agreed an extension until 27 May 2025.

This requirement was made on 27 January 2025.

Action taken on previous requirement

This requirement was not met and is now subject to an Improvement notice.

For further details of this enforcement see the service's page on our website at www.careinspectorate.com.

Not met

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To promote children's understanding and enjoyment of healthy eating, the management and staff should, with the feedback from children and parents, look at how they can improve the involvement of the children in the planning, preparation and serving/self-selection of the snacks and drinks.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33).

This area for improvement was made on 29 November 2023.

Action taken since then

Following the previous inspection, the team had made improvements to the breakfast and snack routines. We observed children self-select, prepare and serve the food options available. Children could now utilise plates, bowls and cutlery to support a positive mealtime experience. The team had introduced a process to meaningfully involve children in reviewing foods tried and suggesting new foods for the snack menu.

We were satisfied with the progress the service had made. This area for improvement has been met.

Previous area for improvement 2

Outcomes for children should be improved by implementing a child-centred approach to planning activities to support stimulating play and learning experiences. In addition, staff should be supported to develop their understanding of child development and planning cycles.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity" (HSCS 2.27).

This area for improvement was made on 27 January 2025.

Action taken since then

The team had not yet fully established their child centre approach to planning. The team had not attended any training or professional reading related to child development, planning cycles and plan.

This area for improvement has not been met and will be repeated.

Previous area for improvement 3

The manager and staff should re-read the Health Protection Scotland document: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). They should review and update their infection prevention and control procedures to bring them into line with the document. This should include the management of personal care.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: "I experience high quality care and support based on relevant evidence guidance and best practice" (HSCS 4.11).

This area for improvement was made on 29 November 2023.

Action taken since then

Staff had made improvements to the infection prevention and control measures in the out of school care. Cleaning schedules had been established. Staff use personal protective equipment at appropriate times. The provider had repaired the portable sink in the playroom which supported children and staff to effectively wash their hands.

We were satisfied with the progress the service had made. This area for improvement has been met.

Previous area for improvement 4

To ensure that children's personal information is kept safe and secure, management should update the policy and procedures so that they comply with general data protection requirements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 29 November 2023.

Action taken since then

The provider had updated their policy and procedure for the storage and management of personal information in line with general data protection requirements.

We were satisfied with the progress the service had made. This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	2 - Weak
1.1 Nurturing care and support	2 - Weak
1.3 Play and learning	2 - Weak
How good is our setting?	1 - Unsatisfactory
2.2 Children experience high quality facilities	1 - Unsatisfactory
How good is our leadership?	1 - Unsatisfactory
3.1 Quality assurance and improvement are led well	1 - Unsatisfactory
How good is our staff team?	2 - Weak
4.3 Staff deployment	2 - Weak

To find out more

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

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