

Inspection report

Balgillo Nursery School Day Care of Children

56 Torridon Road
Broughty Ferry
DD5 3HB

Inspected by: (Care Commission officer)	Karen Lock
Type of inspection:	Unannounced
Inspection completed on:	9 September 2010

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Service provided by:
Balgillo Nursery School

Service provider number:
SP2008010016

Care service number:
CS2007165865

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 6	Excellent
Quality of Environment	 5	Very Good
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The staff group had made excellent use of the limited space available to create a most inviting ,child centred learning environment. Planning was informed by relevant guidance ,was imaginative and child led , focusing on individual interests and needs. Staff were caring and motivated .They were seen to interact and support children very well. The staff group were pro-active in involving children and their families in the service and actively sought and acted upon views and preferences. The nursery was extremely

well managed ,with clear vision and a genuine and passionate commitment to further nursery improvement.

What the service could do better

To sustain and build upon the excellent standards observed at this inspection.

What the service has done since the last inspection

The nursery team had made excellent progress in all area's since the last inspection ,consolidating the very good structures that they had put in place during their first year of operation. Particular progress had been made in the methods they used to involve children and parents in the service and in their approach to planning and implementing the Curriculum for excellence. There was a vast improvement to the physical environment ,with a major refurbishment of the children's bathroom and development of the garden. The staff team continued to review and evaluate all area's of their practice.

Conclusion

The nursery was most welcoming and was providing excellent experiences for the children. The children were seen to be very well stimulated by the activities and equipment on offer and were confident and independent. Children took an active role in their learning and planning was directed by children's views and interests. The service had strong leadership with vision for further improvement. The staff team worked effectively together and were providing excellent standards of care in a supportive and creative learning environment.

Who did this inspection

Lead Care Commission Officer

Karen Lock

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Balgillo Nursery has been registered with the Care Commission since 2002 and has operated under a new provider since July 2008 .The nursery is registered to care for a maximum of 30 children aged two years to those not attending primary school.

The service is provided from an ex-shop premise in the Balgillo area of Dundee. A small , pleasant, fully-enclosed outdoor play area was available for children.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support	6 - Excellent
Quality of Environment	5 - Very Good
Quality of Staffing	N/A
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

We wrote this report following an announced inspection. The inspection was carried out by Care Commission Officer Karen Lock. The inspection took place over one morning ,early afternoon session. The service sent us an annual return and a self evaluation form, as requested by us. We issue 20 questionnaires to relatives of children who use the service. Two completed questionnaires were returned to us before the inspection, and both reported favourably on the service.

During the inspection evidence was gathered from a range of sources including;

Discussion with the manager.

Discussion with the owner

Examination of the premises and resources.

Observation of interaction between children and nursery staff.

Review of some children's files.

Examination of a range of policies, procedures and other relevant documentation, including parent surveys, newsletters, planning documentation.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

The owner must ensure that children's toilet facilities are in a good state of repair and respect children's right to privacy. Toilet doors or a temporary alternative must be provided until the planned refurbishment of this area is complete. SSI 114 Regulation 4 (1) Welfare of Users(a) providers shall make proper provision for the health and welfare of service users;(b) providers shall provide services in a manner which respects the privacy and dignity of service users;

Action taken on the Requirement

The service had undertaken a thorough renovation of the children's bathroom. They had removed a toilet and provided a built in changing area for those younger children attending. The toilets now had doors to respect children's privacy. New flooring had been fitted and the room had been redecorated ,providing a much improved bathroom for the children.

The requirement is:

Met

Actions Taken on Recommendations Outstanding

Recommendation 1

The nursery should continue to develop the very good methods introduced to involve parents and children in assessing and improving the service.

National Care Standards : Early education and childcare up to the age of 16

Standard 13 :Improving the service.

This had now been developed to an excellent standard,as noted in this report.

Recommendation 2

The owner should consider changing the entrance door to improve nursery security and ensure that staff can see who is approaching before allowing access into the building.

National Care Standards:Early education and childcare up to the age of 16

Standard 2 : A safe environment.

The owner had installed CCTV and reported that this was working effectively.

Recommendation 3

The service should access training as identified through internal staff development processes.

National Care Standards :Early education and childcare up to the age of 16

Standard 12: Confidence in staff

All staff had accessed relevant training since the last inspection , and were particularly focusing on skills to implement the Curriculum for excellence.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

This was completed to a good standard within the timescale required by the Care Commission. The information provided was relevant and provided a constructive basis for evaluation of the quality statements selected for this inspection. The service demonstrated a very good understanding of the use of self -assessment in relation to reviewing practice and identifying priorities for improvement . The used a range of audit methods to assess the service ,involving children ,parents and staff in the process.

Taking the views of people using the care service into account

The views of the children attending the nursery were not sought directly during the inspection. However, it was noted that children were seen to be very relaxed,happy and well stimulated throughout the inspection visit.

One child who was settling in was seen to receive excellent levels of care ,support and reassurance and staff were most sensitive to her needs .

Taking carers' views into account

Two parents returned the pre-inspection questionnaire "How satisfied are you with this care service?". The very small sample of returned questionnaires indicated a high level of satisfaction with the service,which was supported by the equally positive feedback seen from parental questionnaires carried out by the nursery.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service's performance in relation to this quality statement was judged to be excellent. The nursery had extended the range of methods it used to consult and involve children and parents in their work and some of these were considered during the inspection.

During the inspection all children were observed to be active, happy and confident. They were seen to be having very positive nursery experiences, to be making choices and directly influencing how they accessed the equipment and activities on offer. The nursery door was open and children were free to access the outside area as they wished.

Although this area was small it provided a very good range of activity for the children and was very well supervised by staff. Parents and children had been consulted and been actively involved in the on-going development of the garden area.

Children were very well consulted about their views and wishes throughout the day and staff made excellent use of large Thinking and Talking floor books and Mind Mapping to record children's views for planning. The current Thinking and Talking book was viewed by the inspecting CCO and judged to be of an excellent standard. The book was sturdy, well designed and kept an excellent record of children's views through a range of children's artwork, photographs and written accounts of what children had said and requested. It kept an excellent account of the programme of activity and projects that children had been involved in. This linked in directly to the nursery's flexible and child led planning process, which responded positively to the spontaneity of the children's changing interests.

Activities were established to develop links with home and nursery, including children taking Book bags home and Adventure Bear who went home with children on a rotation basis and reported back on what he had been doing with the families at the weekend. Staff were also using Nursery /Home scrapbooks, where staff included photographs and written observations of the children, including developmental progress information and how children had enjoyed nursery activities.

Staff were observed to listen to and respond very positively to children throughout the inspection visit, children clearly felt valued and had established positive relationships with all staff.

The nursery provided evidence through discussion, newsletters and photographs that families were encouraged to participate in nursery life. They had a very well considered Participation policy in place. Parents were encouraged to share their skills and cultural

customs with the nursery ,and staff reported on several activities that had been enjoyed by the children .

Parental notice boards were very informative and included information about the curriculum,planning and activities that the children were working on.

There was a display in the entrance area informing parents of progress that had been made on their suggestions. ' This is what you said ' , 'This is what we have done'. This kept all parents well informed of improvements made as a direct result of their feedback ,for example ,the nursery now providing more information about the menu.

The nursery made very good use of ICT to communicate with parents ,including the use of E- mail and Texting to keep parents updated .Staff described how reassuring this contact was ,particularly to new parents ,when they were able to receive photographs of their children happily at play.

Staff reported on very positive parental relationships ,and observing staff with parents collecting children demonstrated that they spent time with parents individually and took time to discuss the child's day.

The nursery had issued questionnaires to all to gather their views about various aspects of service provision. These were viewed by the inspecting CCO and judged to be of an excellent standard ,covering all aspects f the service and encouraging suggestions for improvement. Staff had collated the responses to the questionnaires, which demonstrated a very high level of satisfaction with the service provided. Two Care Commission Questionnaires were received and reported favourably on all aspects of the service. One parent also made the following written comments :

' I am very happy with the nursery ,the staff are always friendly and helpful.When I am dropping off and collecting my child ,the staff always give me detailed information about my child's day.I think that the parent consultation meetings are excellent.,it gave me the opportunity to discus my child's interests ,which the staff were going to incorporate into the planning .'

Areas for Improvement

None identified at this inspection,excellent practice was observed.

Grade awarded for this statement

6 - Excellent

Number of requirements

0

Number of recommendations

0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service Strengths

Staff demonstrated an excellent understanding of children's needs and clearly knew all the children very well. The programme was firmly developed with an ethos that children's views and interests were listened to, valued and informed the planning process. Children were seen to be most stimulated by the equipment and activities available and were very well supported by staff. Children made choices throughout the observed session and they were seen to be self-assured and independent within the nursery. Children accessed all areas of the nursery confidently and were free to use the outside play space when they wished to do so. Children were seen to be having great fun and to be playing cooperatively with each other. The programme provided ample opportunities for children to develop social skills and to learn to share and consider others.

Individual children's profiles and recorded observations were very well considered and examination of individual files evidenced that they were kept to a consistently high standard. Examined recordings demonstrated a very good awareness of children's needs, developmental progress and their individual preferences and interests. These recordings directly linked into the planning process.

Staff made very good use of local and national curriculum guidance to inform practice, they had implemented the Curriculum for Excellence into the nursery and used the Birth to three framework to influence the experience for the younger children attending.

This motivated staff team were seen to be most attentive to the children and took opportunities to extend children's language and thinking. The outcomes and experiences for children were judged to be excellent.

Areas for Improvement

The service had identified in their self-assessment the need to provide further training for staff in the delivery of the Curriculum for Excellence, which was still a new concept and its impact needed to be evaluated.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

See comments in Quality Statement 1 ,in Quality Theme 1 ,Care and Support. There was evidence throughout the nursery that children were very well consulted and encouraged to contribute to the development of the environment within the nursery. Children were able to choose when they played outside and were seen to be enjoying this area.

Inside the nursery, children were observed to have a free choice of a wide range of activities and equipment on offer. They were seen to be most confident ,secure and comfortable in the nursery and were seen to be very well stimulated by the interesting learning environment. .Examples of their artwork were attractively displayed throughout the nursery. There were an excellent range of displays throughout the nursery , all very child oriented. Staff made very good use of photographic displays of the children at play. Staff described how areas of the nursery changed regularly as a direct response to children's interests and views raised in discussion and planning with the children. Staff made good use of observation in their continuous review of the environment.

Parents were encourage to visit the nursery and spend time in the premises prior to their child starting .

Parent's views about the nursery environment were sought through questionnaires, and the results of these indicated that they were very happy with the quality of the environment. Information about nursery activities, including menus, was displayed in the entrance to the nursery.

Areas for Improvement

None identified at this inspection.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 4

Not applicable to this service type

Statement 5

The accommodation and resources are suitable for the needs of the service users.

Service Strengths

The nursery provided a most inviting and stimulating environment which was seen to be greatly enjoyed by the children during the inspection. The accommodation was all at ground floor level, with ample natural light, was well ventilated and well maintained. Staff took a pride in the environment and had created a most welcoming environment.

Children used the space freely and easily accessed a wide range of resources and activities. Although the outside play area was small, staff were making best use of the area and a wide range of activity was available to the children. Children and staff had been involved in regular gardening and planting to create a welcoming and colourful outside play space.

Evidence of the children's work through attractive art displays, and photographs enhanced the environment and promoted a sense of belonging for families using the service. Staff presented displays very well to maximise the interest and learning experience for children.

Staff were making the very best use of the limited space and facilities in this non-purpose built nursery. They had effectively organised the one large playroom to create specific areas including a welcoming and relaxing story area. This area had lightly draped curtains from the ceiling to create almost a separate room that children could enter, it was furnished with low level couches and large floor cushions and provided a valuable retreat for children from the main play area.

There was an excellent range of resources available, which were well displayed, stored and kept in a clean and very well maintained condition. The nursery used many natural resources and had a range of treasure baskets for children to explore. Staff reported that they routinely reviewed and rotated equipment to ensure that children continued to be motivated and stretched by the equipment on offer.

Children were seen to be very happy in the nursery and to be enjoying their pre-school experiences.

Areas for Improvement

None identified at this inspection.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

There has been no complaints made since the last inspection.

Enforcements

There has been no enforcement action taken against the service.

Additional Information

No additional information noted.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 5	5 - Very Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings								
3 Dec 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and Leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	4 - Good	Staffing	4 - Good	Management and Leadership	4 - Good
Care and support	5 - Very Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and Leadership	4 - Good									

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد ىم وونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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