

# Care service inspection report

## S Kids Pre-school Centre

### Day Care of Children

Lower Welfare Hall

Main Street

Shieldhill

Falkirk

FK1 2DZ

Telephone: 01324 639052

Inspected by: Patricia Bunyan

Type of inspection: Unannounced

Inspection completed on: 28 May 2012



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### **Service provided by:**

S Kids Pre-school Centre

### **Service provider number:**

SP2003002667

### **Care service number:**

CS2003011446

### **Contact details for the inspector who inspected this service:**

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

### What the service does well

The children attending this service benefit from a caring, stimulating and supportive environment. They enjoy a wide and varied range of activities and experiences suited to their age and stage of development.

Staff work well to plan children's experiences and meet the individual needs of all children attending.

A particular strength of the service is their current commitment to children's health promotion.

### What the service could do better

The service should promote more awareness among parents of the membership of the committee and their roles and responsibilities.

### What the service has done since the last inspection

Since the last inspection, the service has refocused the nature of service being provided to meet the needs of a much younger age group.

From our observations during inspection, we feel that staff have planned and prepared well for this change.

## **Conclusion**

We received very good feedback from families who were very happy with the service they received.

Overall, we consider that S Kids Pre-school Centre provides very good outcomes for children and families using the service.

## **Who did this inspection**

Patricia Bunyan

# 1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that as from 1 April 2011, this service continued its registration under the new body, SCSWIS.

S Kids pre school centre is a voluntary, not for profit group, managed by an elected committee.

The centre is registered to provide a service for 20 children aged 2 years to those not yet attending primary school and operates from 9:15 am to 12 noon Monday to Friday during school term time. At the time of the inspection the total roll was 28.

The service is located in Shieldhill. Accommodation comprises a large hall, which forms the main playroom. Kitchen toilet, cloakroom and store room facilities are available within the premises. There is a secure entrance and an enclosed outdoor area.

Overall, the premises are well-maintained, equipped to a suitable standard and provide a warm, safe, stimulating environment for children.

The management committee has overall responsibility for the service provision and day to day management is the responsibility of a playgroup manager. She is supported by one playleader. A parent's rota system is also in place.

The comprehensive aims and objectives of the service are provided to every parent in the service welcome pack and displayed in the entrance area. A summary of the aims is to provide a 'safe and stimulating environment in which pre-school children can play and learn together'.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

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 we did during the inspection

We wrote this report following an unannounced inspection. The inspection was carried out by inspector, Patricia Bunyan on 30 April 2012. A further visit to view documentation, speak with parents, staff and committee representative took place on 11 May 2012. Feedback on the findings of the inspection was given on 30 May 2012.

As requested by us, the service sent us an annual return. The service also sent us a self-assessment form.

We issued a total of 20 care service questionnaires to families using the service, 13 of which were completed and returned before the inspection.

We spoke with three parents to gather their views of the service.

In this inspection, we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents, including:

- Service information : Playgroup Welcome / information Packs
- Service policies
- Attendance Records
- Written and photographic evidence of a variety of work and activities undertaken in the service since the last inspection
- Planning documentation
- Health and safety records
- Accident and incident records
- Registration Certificate
- Children's personal profile records
- Service development plan
- Training records
- Discussion with manager, staff, parents and children.

We inspected the environment and spent time observing staff/child interaction.

All of the above information was taken into account as part of the inspection process and used to assess the performance of the service in relation to the chosen Quality Statements.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider.

The service provided information for each of the headings that we grade them under.

Some of the information appeared not to have been updated since the previous submission of the self assessment. We therefore advised the provider that the information provided is updated and accurate so that it forms a clear record for the inspection process.

## Taking the views of people using the care service into account

All children were observed to be happy and settled within the environment and comfortable and familiar with their routines.

We noted that children enjoyed a short group time where they were welcomed by staff and had the register checked. Staff encouraged children to count all the children in the circle and the adults who were there to look after them. Staff informed the children about all the activities that were available during the session so that children could choose what they wanted to do. As a result children were learning to make choices and decisions about how they spent their time.

Staff also took the opportunity to remind children about some of the rules in playgroup. Most children were familiar and able to describe why they 'shouldn't run' and why they should have 'kind hands.'

Overall, children enjoyed the resources and activities made available to them and positive relationships with staff were evident.

### **Taking carers' views into account**

We sent a total of 15 care service questionnaires. Of these, five were completed and returned. We also spoke to a total of three parents during the course of the inspection.

All the parents and carers who responded agreed or strongly agreed that they were happy with the overall quality of care that their children received.

All parents were particularly happy with the staff and found that their children had established very good relationships with them. Parents found them to be friendly, approachable and helpful. Comments included.

"This is my 2nd child to attend S Kids. The girls who run the service are friendly and very aware of children's needs"

"All round a fabulous experience with a safe caring environment."

"My child really looks forward to coming to playgroup"

"The staff have been helpful and given me advice and suggestions about how to better manage my child's behaviour."

100% of parents agreed that the views of their children were taken into account and used to plan activities.

100% of parents agreed that staff regularly assessed children's learning and development and used the information to plan next steps.

Parents spoken with during the inspection told us that their children had settled well at playgroup and enjoyed their time there. They stated that they had experienced a welcoming atmosphere and confirmed that they found staff very helpful and approachable.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

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 care and support provided by the service.

#### Service strengths

We found that the service has a very good approach to involving children and families in assessing and influencing the quality of the service.

Staff are using various methods to keep families informed and involved in all aspects of the service provision. From discussions and observations during inspection and from viewing records we saw a range of methods being used to encourage their involvement. These included for example,

- all parents/carers receive introductory welcome packs containing helpful information about the service. This helps them to decide if the service will be suitable for their child's needs
- parents/carers are advised and updated about a range of information relating to the work of the service through the noticeboard, letters and newsletters. This means that they are well informed and have opportunities to have a say in what happens in the service.
- staff provide opportunities for daily discussion at drop off and collection times, which means that important information regarding the children can be shared.
- Parent/Carer rota duty enables parents to be involved in their children's playgroup experiences
- questionnaires are regularly issued to gather the views and measure satisfaction of parents who use the service
- Elected parents form the management committee and all parents have opportunities to join the playgroup committee or be involved in social and fund-raising events
- parents have access to children's profiles which contain information about their activities, progress and achievements.

These systems helped to ensure that all adults using the service are enabled to comment on and influence the quality of service provision.

A variety of systems are in place to ease children's settling-in processes, including the use of "all about me" information sheets which help staff plan children's first experiences at playgroup. These arrangements allow staff to become familiar with children's needs, preferences and interests and use information gathered to inform children's care and support.

Through effective and skillful interaction, staff support children to make choices and decisions whenever possible. We saw children choose what they played with, what they had for snack and what stories and songs they would like. We saw staff monitor children's play, and take opportunities to develop children's activities and experiences and to extend learning opportunities through conversation and suggestions. Children can make their views known through the use of circle time, interaction with staff and use of mind maps and this contributes to planning activities which interest the children.

We have concluded therefore that children have very good opportunities for making choices and decisions.

Feedback from parents and carers indicates that communication between the service and themselves was very good. Parents strongly agreed that they were happy overall with the quality of care their children received within the service and confirmed that children and families are very well supported by staff.

### **Areas for improvement**

As part of their self-assessment process, the service indicated that they intend to continue to use feedback from children and parents to improve quality within the service.

We discussed with the manager the legislation, SSI 2011/210 Regulation 5 which states that a provider must, after consultation with each service user and where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date in which the service user first received the service prepare a written plan ("the personal plan") which sets out how the service user's health, welfare and safety needs are to be met.

The service already holds and manages information on each child attending however we advised that they should review this to ensure that they are complying fully with this legislation. We signposted the manager to the Care Inspectorate website, where she can find out more information.

The service should ensure that the information held identifies,

- children's individual needs, progress, achievements and plans for next steps
- that children and parents have opportunities to contribute to information.
- that information is regularly reviewed and updated, at least every 6 months

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service user's health and wellbeing needs are met.

### Service strengths

From the evidence gathered during the course of the inspection, we found that the service performs at a very good level in relation to this quality statement. We concluded this after we observed staff practice, examined children's profiles, spoke with staff, reviewed the service policies and procedures and considered the information parents gave us in the questionnaires.

We sampled children's registration forms and found standard personal details including name, address, date of birth, details of parents/carers, medical professionals and medical conditions to be recorded in all cases. This ensured that staff could access important information relating to the child in the event of an emergency.

We found that the service obtained additional information about children which allowed them to learn more about their family, their likes, dislikes and preferences and favourite toys, stories or songs. This means that staff are provided with relevant information about individual children to help them plan and prepare for the introduction of children new to the service. Children benefit as they are better supported to settle in their new environment and become familiar with new adults in their life.

Staff are qualified and experienced in childcare and use their skills and expertise in their day to day work with children and their families. We observed that staff knew the children in their care well and that they achieved a very good balance in their interactions with children. They closely observed and monitored children and allowed play to develop naturally. Also through appropriate intervention, they offered support, guidance and suggestions to help develop and extend learning.

Staff offered praise and positive comments to children to recognise their efforts and achievements and promote confidence and self-esteem.

Staff manage infection control procedures in the best interests of children through,

- general cleanliness and risk assessment procedures.
- good practice in handwashing at appropriate times and teaching and reminding children regularly of why this is important
- implementing infection control in relation to illness and exclusion
- rigorous food preparation management.

A strength of the service is the very good attention given to children's health promotion. We learned that they were currently involved in a 'year of health' project.

We viewed a well documented folder showing the wide range of ways in which children and families had benefited from this extensive project. For example,

- increased focus on healthy snacks with opportunities to try a variety of fruits and vegetables in different forms, e.g fruit smoothies
- learning about planting, growing and harvesting own fruit and vegetables
- Increased opportunities for physical exercise and play outdoors in the garden including learning about and caring for plants
- focus on learning about healthy foods and foods which are not so good with increased focus on dental health and toothbrushing. The service participates in the Forth Valley Primary Care NHS Trust Community Dental Service - Childsmile - who visit the children on a regular basis. Consequently this promotes for children and their families the importance of dental health.

From viewing planning records we could see that staff used Pre-Birth to three documentation to plan and evaluate children's activities and experiences. They used this information to develop and improve the quality of children's experiences. Consequently, we observed that children were being very well supported in their play and learning experiences.

### **Areas for improvement**

The service identified within their self-assessment their intentions to continue to promote the health and well-being of all children in their care through following procedures and keeping up to date with good practice guidance.

The service is striving to promote health and well-being through a range of initiatives and we can see how children and families will benefit through continued focus on the areas identified by the service.

**Grade awarded for this statement:** 5 - Very Good

**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

The quality of the services approach to this statement is very good.

Please refer to the information recorded under Quality Theme 1, statement 1 which has been used in the grading of this quality statement.

### Areas for improvement

Please refer to Areas for Improvement as recorded under Quality Theme 1, statement 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We make sure that the environment is safe and service users are protected.

### Service strengths

From the evidence gathered as a result of our inspection, we found that the service paid very good attention to ensuring the environment is safe and service users are protected.

The premises are managed by the Welfare Hall committee and general maintenance of the building is referred for their attention.

Facilities include a good-sized areas for indoor and outdoor play, kitchen area, cloakroom, storage/meeting areas, toilet and changing facilities. Premises are accessible to accommodate people with disability.

The playroom is comfortable, warm, bright and well maintained with adequate heating, lighting and ventilation.

Children therefore are cared for in an environment which is suitable to meet their physical and developmental needs.

Very good arrangements and procedures are in place for managing the security and safety of children attending, for example,

- a framework of service policies and procedures which staff follow and implement to support children's health, safety and well-being.
- staff carry out risk assessments on a regular and systematic basis to help ensure that the environment is monitored and effectively managed.
- attendance registers
- record of fire drills

From our observations of documentation we were able to see consistent practice has been established. Consequently, at the time of the inspection we found the service provided a safe, secure and well-maintained environment for children and their families.

Our observations during the inspection showed that children regularly access a wide and varied range of resources, activities and experiences which are suited to their age and stage of development. This is being well documented by staff in their planning and in individual child profiles.

From viewing staff records we could see that staff have accessed appropriate training to support their work with children and further their skills and abilities in ensuring a safe and secure environment for children, for example through updating first aid, food hygiene and child protection training.

The service was able to evidence that they were meeting the standards required by Environmental Health for the provision of food and snacks for children.

### **Areas for improvement**

The service has identified in their self assessment that they intend to continue to meet all requirements in relation to environmental health. They will continue to use risk assessment processes to help ensure a safe and secure environment for children and families using the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

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 staffing in the service.

### Service strengths

The quality of the service's approach to this statement is very good.

Please refer to the information recorded under Quality Theme 1, statement 1 which has been used in the grading of this quality statement.

### Areas for improvement

Please refer to Areas for Improvement as recorded under Quality Theme 1, statement 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

The service demonstrate a very good approach towards having a professional, trained and motivated staff team.

Staff are appropriately qualified and experienced in child care. They are registered with the Scottish Social Services Council and the manager is now exploring options for further qualifications which are required for her continued registration as a manager.

Through our observations and discussions with staff, we found that they are aware of relevant legislation and familiar with the National Care Standards for Early Education and Childcare. We saw them work confidently with children in their care, using their skills, knowledge and understanding of recognised good practice to support their work with children.

Parents who work alongside staff during the play sessions are provided with written guidance of what is expected of them and are advised as necessary by playgroup staff who share their knowledge of good child care practice with them.

As a result, we could see that children's care, support and learning is enhanced through being cared for by a skilled and confident staff team.

As we observed staff interact with children, we saw that they were motivated and enthusiastic and children responded very well to their positive manner. Staff knew the children well and provided an appropriate balance of supervision, monitoring, support and guidance throughout the session. They were sensitive to children's needs for care and support and took opportunities to respond to children's individual needs and interests.

Consequently, this led to children being happy, comfortable and relaxed during their time in the service and able to gain full benefit from having very good playgroup experiences.

We found that staff are aware of their roles to promote good quality learning and experiences for children and they use pre-birth to three guidance to help them plan, evaluate and improve learning opportunities for children.

As all children attending are aged 2-3, staff were aware of limited concentration spans and used snack and group times to change the pace of the session. They also rotated and replaced some of the activities which no longer held their interest. As a result, children remained interested and involved in playing with the range of activities and resources made available to them.

Staff have accessed training in First Aid, Food Handling, and Child Protection, all of which helps to ensure children will be well protected by informed and knowledgeable staff.

We found that staff are being well supported by the committee, who help support staff training and undertake staff appraisals.

### **Areas for improvement**

The service identified through self assessment that they intend to keep policies and procedures up to date. They also intend to continue to access relevant training and use national and local guidance to stay abreast of new developments and good practice in child care provision.

As the group is no longer in partnership with the local authority, access to training is not as readily available to staff. We have discussed this with the committee Chairperson and found that the committee is currently very involved and supportive of staff training and as already stated helping the manager take forward a degree course as required for her managerial position.

The service could begin to consider some alternative methods for updating staff skills, knowledge and understanding, such as access to relevant journals and articles, on-line articles and/or training options, which could be useful if access to training becomes more difficult.

We discussed that child protection training accessed by staff was at the basic level. In order to support the manager in her role as the key person for child protection concerns, the service should support the manager to access child protection at a higher level. See recommendation 1

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. In order to further promote children's safety and well-being, the manager should access child protection training at an appropriate level.

**National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3 Health and Wellbeing**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

### Service strengths

The quality of the service's approach to this statement is good.

Please refer to the information recorded under Quality Theme 1, statement 1 which has been used in the grading of this quality statement.

Due to the nature of the service organisation and management structures, there is a strong emphasis placed on the service manager to guide and advise successive new committee members of their roles and responsibilities. Overall, this can affect the continuity and progress of ways in which service user involvement is developed and improved within the service.

### Areas for improvement

Please refer to Areas for Improvement as recorded under Quality Theme 1, statement 1.

We found that some parents did not know the committee and were unclear about committee roles and responsibilities.

The service should therefore provide more information about the structure of the organisation and management arrangements in order that parents/carers are better informed. Increased awareness of management arrangements should lead to greater involvement for people who use the service.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The service should promote the work of the management committee so that families have more information about their work, roles and responsibilities.

**National Care Standards for Early Education and Childcare up to the age of 16 - Standard - Well-Managed Service**

## Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### Service strengths

From the evidence gathered during the course of the inspection we concluded that the service has a good approach to monitoring and evaluating the quality of the service and outcomes for children and families.

We concluded from our discussions with the manager and the committee Chairperson that there is currently an established base for undertaking the operation and management of the service. For example,

- We found that the roles of the committee, manager and staff are generally well defined and understood by them
- the current committee meet regularly and take responsibility for the operation and management of the service. This was confirmed by minutes of meetings and our discussions with the committee and staff.
- the committee seek support with areas of work that they are unfamiliar with for example the Scottish Pre-school Play Association, (SPPA) support is sought with staffing issues such as employment and appraisals.
- There is a range of systems and structures in place providing a framework to support the organisation, management and smooth running of the service.
- There is a systematic approach to administration and record-keeping

Staff evaluate the service using using 'Child at the Centre' and 'Managing your Early Years Setting' and this helps to inform a service improvement plan.

Parents and carers are asked for their views and suggestions through the use of questionnaires and suggestion box and in this way the service includes their views to inform their areas for improvement. The service complaints procedure also provides opportunities for parents to share their views or raise any concerns they may have about the service

The service meets regulatory requirements by ensuring that all documentation required by the regulatory body is submitted within appropriate timescales, action plans returned and notifications made where appropriate

Overall we found that there was a shared responsibility for quality assurance within the service and that through the joint efforts of committee and staff, children and families were experiencing a Good quality service.

### **Areas for improvement**

The service identified that they will continue to use existing quality assurance systems and procedures to assess the quality of service.

They might also consider exploring possibilities of training for new and successive committees and should contact SPPA or the Council for the Voluntary Sector to enquire about support for committees.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

N/A

### 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 SCSWIS 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).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	4 - Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
18 Jun 2010	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
25 Feb 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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

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