

Scrutiny in Richmond upon Thames

4th Annual Report

2006 – 2007

July 2007

Contents

1. Introduction

2. **Comment** from the Chief Executive

3. Overview and Scrutiny in Richmond upon Thames

4. Main Overview and Scrutiny Committees

- Overview and Scrutiny (O&S) Co-ordinating Group
- Adult Social Care and Housing O&S Committee
- Education and Children's Services O&S Committee
- Environment and Sustainability O&S Committee
- Finance and Strategy O&S Committee
- Health O&S Committee

5. Scrutiny Task Groups/Reviews

- Waste Task Group
- Secondary School Attendance Task Group
- Human Resources Strategies Member Review

6. Scrutiny priorities for 2007/8

7. Key Dates

8. Get involved in Scrutiny

Appendices

- **Appendix A** – Committee Chairs and Officer Support
- **Appendix B** – Facts and Figures

1.

Introduction

by the Chair of the Overview and Scrutiny Coordinating Group

Overview and Scrutiny has an increasingly important role to play in the key decisions affecting the Borough and its residents. It is our duty to review Council policies and services, making recommendations where necessary, to ensure that they are provided efficiently and meet the needs of their users.

The work of Scrutiny has been ably assisted by Council Officers. An example of this has been the Secondary School Attendance Scrutiny Task Group, which was conducted with close support from the Education Welfare Service. We have a rigorous scrutiny function in Richmond but we are not witch-hunting. Scrutiny is not afraid to criticise where necessary but we are always mindful that our over-arching aim is to ensure, together with the Executive, that the best possible service is provided to the community.

Scrutiny is working with communities to ensure that services meet their – rightly – high standards and requirements. Our review of the redevelopment of the Avenue Centre highlighted users' concerns and prompted a more thorough consultation with them. We are now receiving regular updates to monitor progress and ensure that the service meets users' needs.

This is an exciting time to be involved in Overview and Scrutiny. The Government White Paper on *Strong and Prosperous Communities* expands the role Scrutiny already has in examining all services provided within Richmond upon Thames, including those provided by partners such as the Primary Care Trust or the Police. The new powers outlined in the White Paper on *Community Call for Action* also give Scrutiny an enhanced role in responding to issues put forward by the public.

Effective scrutiny is not an easy task, but when done well it leads to more effective decision-making that champions the best interests of the community. I would like to thank all those who have been involved with Scrutiny this year for their efforts in helping us achieve this.

Councillor Sue Jones

Chair of the Overview and Scrutiny Coordinating Group and Adult Social Care and Housing Overview and Scrutiny Committee

2.

Comment

from the Chief Executive

The last year has been challenging for Scrutiny, with 25 new Councillors serving on Overview and Scrutiny Committees after the election, and staff vacancies within Democratic Services limiting the amount of work that could be undertaken. Despite this, Scrutiny has made an important contribution to both the Council's priorities and areas of public concern.

Scrutiny has taken up the challenge of helping the Council work towards its Community Plan and Corporate Plan objectives. I am pleased that Scrutiny Task Groups, such as the Waste Disposal Scrutiny Task Group and the Secondary School Attendance Scrutiny Task Group, have been established to review topics that are key corporate and community priorities. Scrutiny has also continued to show its ability to act as a platform for debate on issues of public interest. There have been lively discussions held in front of large attendances on the proposals for CO₂ Based Parking Permit Charges and on the proposed lease of land for a Hockey Pitch at Broom Road, Teddington.

We have always recognised that Scrutiny makes a valuable contribution to the Council's decision-making process and as such have recently appointed a second dedicated Scrutiny Officer to support Members in this increasingly important role. This extra support gives Scrutiny the opportunity to undertake a greater number of in-depth reviews into community priorities and areas of public concern. I look forward to seeing the results of this work in the coming year.

Gillian Norton
Chief Executive

3.

Overview and Scrutiny in Richmond upon Thames

The most common definition of Overview and Scrutiny is that of the decision-maker's 'critical friend'. There are two parts to this. The first is the 'Overview' part: shaping of future policy in conjunction with the Executive. The second is the 'Scrutiny' part: holding decision-makers to account for decisions already taken.

The purpose of Scrutiny in Richmond upon Thames' is defined on our website as the four roles set out in each of the statements (in bold) below. Beneath them, we have added further detail (the bullet points) to describe the ways in which those roles can be carried out. During the coming year we will consider adopting this expanded statement as our Scrutiny Mission Statement:

Provide "Critical Friend" Challenge

- Challenge via scrutiny should be constructive, robust and purposeful
- Scrutiny should work effectively with the Cabinet and senior management
- Scrutiny should provide an effective mechanism for the executive to demonstrate public accountability

Reflect the voice and concerns of the public and its communities

- Scrutiny should take a community leadership role by focusing on issues of public concern
- Scrutiny should have a constructive relationship with the press and media
- Scrutiny should create the conditions for plural views and concerns to be taken into account, particularly those of minority groups

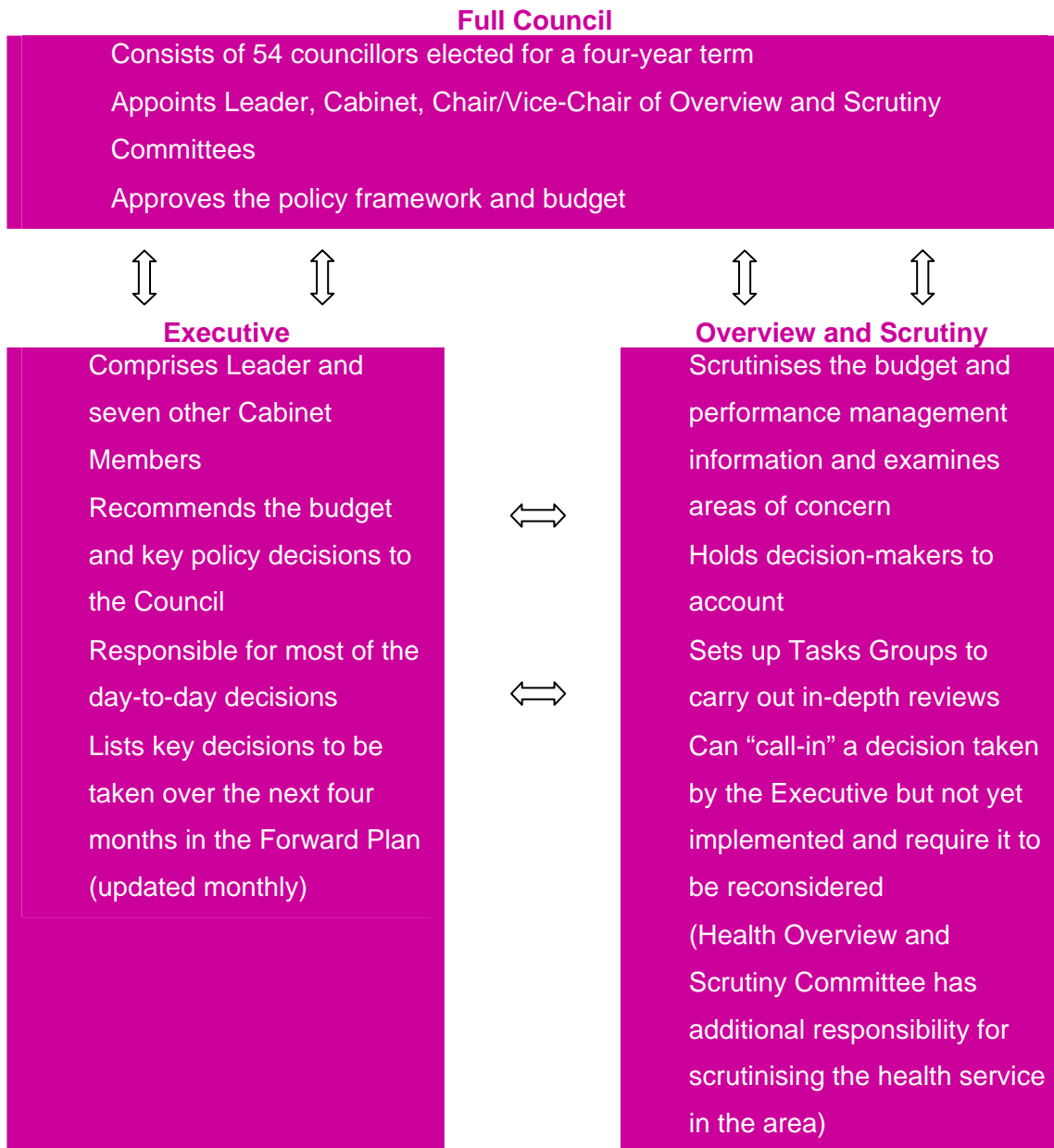
Take the lead and own the scrutiny process

- Scrutiny should operate with political impartiality
- Scrutiny should have ownership of its own work programme
- Scrutiny members should have a worthwhile and fulfilling role

Make an impact on service delivery

- Scrutiny should have access to timely and accurate performance information
- The scrutiny work-programme should be balanced, well co-ordinated and integrated into corporate processes
- Scrutiny work should be carried out with strategic objectives in mind
- Scrutiny should contribute to improvement in local public services.

Overview and Scrutiny is one of the three distinct but interconnected parts of the political structure in the Authority. The different roles and responsibilities are shown in the flow chart below.



N.B. There are also non-Executive decision-making Committees (e.g. Planning, Licensing Sub)

4.

Main Overview and Scrutiny Committees

There are five main Overview and Scrutiny Committees covering all aspects of the Council's business: Education and Children's Services; Environment and Sustainability; Adult Social Care and Housing; Finance and Strategy; and Health. There is also the Overview and Scrutiny Committee Co-ordinating Group which acts as a forum for Chairs and Vice-Chairs of these Committees to look at the way Scrutiny functions. It does not conduct Scrutiny itself.

Overview and Scrutiny Co-ordinating Group

The Group set the following over-arching aim for Scrutiny on 5 June 2006:

"By May 2007 Scrutiny will have increased its importance, be playing a greater strategic role, be on course to get a good rating on the Corporate CPA with improved public/user, Member and partner engagement."

Scrutiny has faced difficulties in achieving this vision because of staff shortages in Democratic Services. However, the Group has monitored the work that was undertaken to ensure that the Scrutiny function has continued to operate effectively.

In September, the Group set out clear guidance to assist Overview and Scrutiny Committees to set their priorities for the year and has monitored how these have been reviewed. It has been involved in preparations for the Corporate Performance Assessment, commenting on the Council's own self-assessment. It approved Member training in Scrutiny skills and set up a series of meetings with individual Chairs and Vice-Chairs to review the year and discuss challenges and opportunities for 2007/08. It also decided to hold a social event to thank the newly recruited co-opted members for their contributions over the year, and to give them a chance to share their views and experiences. A survey was carried out at the same time to ascertain the views and comments of Scrutiny Members and co-optees after this year. The results will be published in due course.

Adult Social Care and Housing

The Committee has considered and commented on a number of important issues during the past year. Chief amongst these was the new charging policy for care and home and intensive day centres, which went to a special meeting in February attended by a number of users and carers. The Committee also contributed to the consultation process. Charging and budgets were a recurring theme throughout the year.

The Committee considered several updates on day services and the Avenue Centre Project in particular, amid concern from Members regarding the impact changes would have on its users. Proposals for consultation on a modernisation programme

for mental health services in the Borough were thoroughly reviewed by both this Committee and Health OSC.

The Committee also looked closely at and commented on the implementation of the taxicard scheme, as well as considering domiciliary care and the costs of learning disability services. It ended the year with a presentation on self-directed support, a topic the Committee is likely to return to as this substantial project develops.

Education and Children's Services

The Education and Children's Services OSC highlighted Boys Underachievement, School Attendance and SEN Statementing as priorities for the year in September 2006. It established a Task Group to review school attendance and received attendance data. It also agreed a framework for the SEN Statementing review, although it was unable to proceed with this due to staff shortages within Democratic Services. This review is likely to be undertaken in the 2007/2008 Municipal Year.

The Committee has received and commented on a large number of reports on a range of topics in the last 12 months, including reports on the following:

- Children and Young People's Plan
- Improvements to School Meals
- Youth Service Sex and Relationship Guidance
- Competition to provide additional post-16 places
- Data regarding examination results, school admissions arrangements, attendance rates and the number of exclusions.
- School Ofsted Reports
- Monitoring of the Committee's Task Group report into Secondary School Performance.
- Children's Centres

The Committee also held a special meeting to discuss the call-in of a decision relating to the Children's Centre Plan.

The Committee Chair, Councillor Suzette Nicholson, says:

"It is vital that each member of the Committee contributes to the work of Overview and Scrutiny and it has been pleasing to see this taking place."

Environment and Sustainability

The Committee has had a heavy workload over the last year. Climate Change has been a priority for the Council, and the Committee has discussed a number of reports relating to this topic. The biggest such issue was the controversial proposal for CO₂ based Parking Permit Charges, considered at a packed public meeting in January 2007. The Committee endorsed the principle of the scheme, but recommended that Cabinet reduce the charges for many pre-2001 vehicles, and review the entire scheme after twelve months, both of which were accepted. Additionally, errors in the weighting of consultation responses and financial implications were identified and corrected.

The Committee held a special meeting to discuss the call-in of the Archdeacon Cambridge School Safety Zone decision, as well as making clear recommendations to Cabinet resulting in removal of the fence at Buckingham Field. The Committee has received and commented on regular progress reports about the drafting of the Local Development Framework, which will become the main planning reference document for the area. The Committee has also considered the Cabinet's responses to the Planning Enforcement Scrutiny Review and the Anti-Social Behaviour Scrutiny Review.

Finance and Strategy

Much of the work of this Committee has been devoted to monitoring the authority's budget, performance and strategic direction. In doing this it has discussed and commented on a number of performance monitoring and budgetary reports. The Committee has given particular attention to the Council's efficiency strategy. It heard evidence from the Richmond Chamber of Commerce regarding Town Centre Management and made a number of recommendations to Cabinet. The Committee also hosted a lively discussion on the call-in of the Cabinet decision relating to a lease of land for a proposed hockey pitch in Broom Road, Teddington. The Chair of the Committee, Cllr Geoffrey Samuel, believes that "next year, Finance and Strategy OSC must concentrate on the key issues of the budget and the strategic direction of the Council."

Health Scrutiny

The key area for Health Overview and Scrutiny Committee during 2006/7 has been the extensive proposed changes to local mental health services. The Committee started the year considering the proposals to close some adult day services. This resulted in a decision to undertake a comprehensive review of all local mental health services. Members of the Committee have been involved in all stages of the review and the work is ongoing. Phase 1 of the review, which involved changes to day services for adults and older people, has now been agreed and the Committee is over-seeing progress on implementation. Phase 2, which involves changes to community mental health services for adults and older people, is currently out for further consultation and will come back to the Committee in July 2007.

Whilst this topic has taken up a considerable amount of the Committee's time, this is a reflection of the public interest in this issue and the Committee has been successful in including the voluntary sector and members of the public in its debates.

Following the elections in May 2006 there were significant changes to the membership of the Health Overview and Scrutiny Committee and a detailed induction programme was put in place. An important aspect of the Committee's work is understanding national and local health issues, thereby being able to influence local practice. This year the Committee has spent time understanding the move to Practice-Based Commissioning and the impact this is having locally. The Committee will be working with the PCT as it develops its local Commissioning Strategy later in the year. Likewise the national changes to dental contracts, which the Committee returned to this year in order to understand the impact on local services one year on. The big issue for the coming year will be the impact of the Stop Smoking legislation,

which came into force on 1 July 2007. Already the Committee has overseen the joint Council/PCT plan for implementation of the policy and will be watching closely over the next year to see if the ban has reduced the number of smokers in the borough, which would result in improved health.

The Committee continues to consider a number of changes to local health services as they are proposed by local NHS Trusts. One of the more significant changes considered this year was the changes to local cancer services at Kingston Hospital.

Some preliminary presentations have taken place on the work of the Children and Adolescent Mental Health Service, which is the subject of the Committee's current review, and it is hoped that this will be progressed in the coming year.

The Committee continues to build its partnership with the PCT and local NHS Trusts. The PCT has shared the outcome of its Fitness for Purpose Review and the Committee has completed the annual Healthcare Commission Healthcheck for the PCT. Visits to both local hospitals have been arranged during July and August 2007 when the Committee will take the opportunity to see if the battle against hospital acquired infection is being successful.

The Committee has continued to work closely with the Patient Public Involvement Forum (PPIF) and the voluntary sector generally. The PPIF is represented on the Committee and the proposals for the new Local Involvement Networks (LINKs) are already being progressed to develop a local arrangement.

The Committee Chair, Cllr Nicola Urquhart, says:

"I feel our continued scrutiny of the extensive changes to the local mental health services for adults and older people has been necessary to ensure that an improved service, fit for the 21st century, emerges which has the support of local carers and users."

5.

Scrutiny Task Groups/Reviews

Waste Task Group

In May 2006 Cabinet agreed to carry out a review of waste services to improve efficiency and increase recycling rates. Environment and Sustainability Overview and Scrutiny Committee decided to re-establish the Waste Scrutiny Task Group. The Group heard evidence from officers, the current contractor, and a number of representatives from the recycling industry. They made a number of recommendations, including:

- Recycled material should continue to be source separated.
- Waste collections should remain weekly until there had been significant improvements to the recycling rate.
- Mandatory recycling should be supported in principle, with the emphasis on education rather than punishment.
- The new service should include kerbside plastic bottles and cardboard recycling collections.

Cabinet accepted the report and agreed arrangements that will increase the recycling rate towards and beyond 40% based on a service delivery model devised by the Task Group. Waste will remain an important issue for the Environment and Sustainability O & S Committee in 2007/08.

Secondary School Attendance Scrutiny Task Group

The Education and Children's Services Overview and Scrutiny Committee chose School Attendance as one of its priorities for the year at its meeting in September 2006, and subsequently set up the Task Group in October. The Task Group decided to focus on secondary school attendance as this was the area of greatest concern and was a priority for the organisation. It gathered evidence from secondary schools, secondary governors, parents, Council officers and DfES representatives.

There is a clear link between attendance and attainment and the Task Group felt that, given this, it was crucial for all stakeholders to work together to improve attendance, not only to meet Government targets, but also to improve the life chances of the children educated in the Borough. The Task Group found that while there was plenty of good work being done to improve secondary school attendance, co-ordination and co-operation were areas that needed strengthening. The report said: "This was particularly clear in terms of the lack of co-operation with the London Borough of Hammersmith and Fulham, the need for significantly improved cooperation between schools and the need for greater coordination between schools and the Education Welfare Service in terms of a policy for authorising term-time holidays." The Group made twelve recommendations for the attention of various stakeholders, including the Cabinet member, the Authority and the schools themselves.

Cllr Bob King, Chair of the Task Group, said: "There is no magic wand in this situation but the group hope that the implementation of the recommendations will secure an improvement in attendance in the Borough's secondary schools."

The Executive is due to consider this report in September 2007.

HR Strategies

The Review Group set out to examine employees' concerns about various issues and internal communications. It held meetings with staff and union representatives at Richmond Council as well as with senior managers at two other Local Authorities. The Review Group made recommendations on a central contact point for HR advice, on peer mediation and on the need for a clearer strategy to communicate to and receive feedback from all levels of the organisation.

The Executive is due to consider this report in September 2007.

Other Review Work

There are currently two Member Reviews that are still in the investigation stage, the Buckingham Field Member Review and the Accommodation Strategy Member Review. These are expected to report during the course of the 2007/08 municipal year.

6.

Scrutiny Priorities for 2007/08

Although it has been a challenging year for overview and scrutiny in Richmond upon Thames there have still been opportunities to make important contributions to both the Council's priorities and areas of public concern.

The Government White Paper '*Strong & Prosperous Communities*' (October 2006) makes proposals to further extend the role of Scrutiny Committees. It will do so by increasing the number of external bodies which can be subject to local authority scrutiny, and it will also include a new power – the 'Community Call for Action' – as a means by which local people can trigger action on issues of local concern via their local Ward Councillor. It is also proposed that public agencies involved in Local Area Agreements will be required to provide information to Scrutiny Committees, and to have regard to Scrutiny Committee observations and recommendations.

Alongside this, new powers and responsibilities for the scrutiny of Crime and Disorder Reduction Partnerships (involving the Council, Police, Primary Care Trust, Fire Authority and Police Authority) will be brought in under the *Police and Justice Act (2006)* from the Spring of 2008, to complement the scrutiny proposals set out in the White Paper above.

Members and officers are looking forward to implementing these positive and enhancing changes and are equally excited about the prospect of carrying out a number of in-depth scrutiny reviews.

Scrutiny reviews are the cornerstone of overview and scrutiny work, and provide opportunities to thoroughly investigate topics. This type of work enables more robust and effective challenge and leads to better decision-making. In-depth reviews should also help engage the public.

Selecting and prioritising topics for review is an important part of the scrutiny process. Scrutiny cannot cover everything and must choose topics for meetings and/or review where it can make the biggest difference.

The Overview and Scrutiny Co-ordinating Group agreed on 22 May 2007 that topics for review will focus on issues:

- (i) That help address poor performance, or sustain high performance, in an area that is a priority in the Community Plan
- (ii) That relate to a planned inspection and where Member involvement would strengthen the self-assessment process
- (iii) Where something is of interest to the public, there is a gap between local perception or concern and objective performance, and where Members' leadership would help address this gap
- (iv) That help the Council respond to national policy developments and where Member input would be valuable

- (v) Where Member involvement will help secure value for money improvements, or avoid duplication or wasted effort in existing or planned services.

There are also reasons to reject a review. Briefly, these are:

- It duplicates recent, existing or programmed work
- New legislation or guidance is expected within the next year; for which there is too little information available yet to inform a review
- There are other, better, ways of dealing with the issue, such as (i) Members could simply talk to officers or Cabinet Members or (ii) request a brief report and presentation to address concerns and issues.

At the time of writing each O&S Committee has identified 3-5 possible review topics. These will be submitted for final selection by the Overview and Scrutiny Co-ordinating Group on 23 July 2007. This ensures that the O&S Co-ordinating Group plays an important role in the selection of review topics and makes sure (using the above criteria) that resources are effectively and efficiently utilised.

Other challenges and opportunities:

- Identifying new ways of working for overview and scrutiny
- Developing a clear role for scrutiny in relation to performance management
- Increasing public involvement in scrutiny
- Monitoring what has happened following intervention from scrutiny.

7. Dates of Overview and Scrutiny Co-ordinating Group and Committees for 2007/08

Overview & Scrutiny Co-ordinating Group	Overview and Scrutiny Committees				
	Adult Social Care & Housing	Education & Children's Services	Environment & Sustainability	Finance & Strategy	Health
22 May 2007	27 June 2007	26 June 2007	6 June 2007	19 June 2007	30 May 2007
23 July 2007	13 September 2007	10 July 2007	25 June 2007	27 September 2007	25 July 2007
4 September 2007	28 November 2007	26 September 2007	18 September 2007	8 November 2007	5 September 2007
13 November 2007	28 January 2008	20 November 2007	6 November 2007	9 January 2008	22 November 2007
8 January 2008	17 March 2008	17 January 2008	23 January 2008	19 February 2008	15 January 2008
13 February 2008	29 April 2008	6 March 2008	11 March 2008	7 April 2008	5 March 2008
9 April 2008		23 April 2008	24 April 2008		15 April 2008

Please note: O&S Committee meetings will be held at 7.00pm in York House and residents are welcome to attend. Dates can sometimes change so please check the website www.richmond.gov.uk/scutiny or contact the Scrutiny Team via telephone 020 8891 7158.

8.

Get involved in Scrutiny

One of the key roles for scrutiny is to work on behalf of residents to address the issues that are causing concern to people who live and work in the Borough. We are using this report to tell you what we have done and we want you to tell us what you think we should be doing next. Please use the contact details below if you would like us to focus on a particular issue in the future.

All agendas and minutes of Overview and Scrutiny Committees as well as reports from Scrutiny Task Groups are available by following the links on the website. Hard copies of agendas and reports are also available from public libraries and on request from the Council's scrutiny team.

Last year a wide range of individuals and organisations assisted us in our work, including:

- the Department for Education and Skills
- school governors
- parents with children attending schools in the Borough
- Richmond and Twickenham PCT
- Richmond and South West London and St George's Mental Health Trust
- Richmond and Twickenham Patient and Public Involvement Forum
- Richmond Housing Partnership
- users of services
- representatives from the recycling industry
- the voluntary sector
- other local authorities
- the Centre for Public Scrutiny

Members involved in scrutiny would like to thank everyone, including Cabinet Members and senior officers, for their support in 2006/07 and look forward to working together in 2007/08 to ensure scrutiny in Richmond upon Thames makes a positive difference to all.

If you would like further information about Overview and Scrutiny, please use the contact details below:

Scrutiny,
Democratic Services,
London Borough of Richmond Upon Thames,
York House,
Richmond Road,
Twickenham TW1 3AA

Tel: 020 8891 7158

Fax: 020 8891 7701

E-mail: scrutiny@richmond.gov.uk

Website: www.richmond.gov.uk/scrutiny

What Scrutiny doesn't do:

Please remember that Overview and Scrutiny is not an individual complaints system. The role of Overview and Scrutiny is not to look at individual complaints but at general policy areas and major decisions taken by the Cabinet. If you have a complaint about how your case has been treated by the Council please call the main Council switchboard on 020 8891 1411 or visit Richmond Council's Complaints page on the website: www.richmond.gov.uk/complaints_procedure

APPENDICES

- **Appendix A** – Committee Chairs and Officer Support
- **Appendix B** – Facts and Figures

Appendix A – Committee Chairs and Officer Support

(As of July 2007)

ADULT SOCIAL CARE AND HOUSING O&S COMMITTEE

Chair	Cllr Jones
Vice-Chair	Cllr Stratton
No. of Councillors	9
No. of Co-opted Members	3
Committee Manager	Dan Hyslop t: 020 8891 7275 or e: d.hyslop@richmond.gov.uk

EDUCATION AND CHILDREN'S SERVICES O&S COMMITTEE

Chair	Cllr Nicholson
Vice-Chair	Cllr King
No. of Councillors	9
No. of Co-opted Members	7
Committee Manager	Kairen Zonena t: 020 8891 7191 or e: kairen.zonena@richmond.gov.uk

ENVIRONMENT AND SUSTAINABILITY O&S COMMITTEE

Chair	Cllr Mumford
Vice-Chair	Cllr Marlow
No. of Councillors	9
No. of Co-opted Members	4
Committee Manager	Kairen Zonena t: 020 8891 7191 or e: kairen.zonena@richmond.gov.uk

FINANCE AND STRATEGY O&S COMMITTEE

Chair	Cllr Samuel
Vice-Chair	Cllr Miller
No. of Councillors	9
No. of Co-opted Members	1
Committee Manager	Kairen Zonena t: 020 8891 7191 or e: kairen.zonena@richmond.gov.uk

HEALTH O&S COMMITTEE

Chair	Cllr Urquhart
Vice-Chair	Cllr Jaeger
No. of Councillors	9
No. of Co-opted Members	3
Committee Manager	Dan Hyslop t: 020 8891 7275 or e: d.hyslop@richmond.gov.uk
Research Officer	Jeanette Phillips t: 020 8891 7151 or e: j.phillips@richmond.gov.uk

Support to the Overview and Scrutiny function is provided by Christian Scade
(Senior Scrutiny Officer) and Alastair Round (Scrutiny Officer)

t: 020 8891 7158 or e: scrutiny@richmond.gov.uk

Appendix B – Facts and Figures

Number of Members:

Of the 54 Councillors, 41 are Members of Overview and Scrutiny Committees. There are 18 Co-opted Members of the public and other stakeholder organisations who sit on Committees.

Budget spends on Scrutiny (excluding staffing costs):

Municipal Year 2006 - 2007	£1,966
----------------------------	--------

No. of call-ins:

Committee	Municipal Year 2006 - 2007
Adult Social Care & Housing	0
Education & Children's Services	1
Environment & Sustainability	2
Finance & Strategy	1
Health	0

Number of meetings:

Committee	Municipal Year 2006 - 2007
Adult Social Care & Housing	6
Education & Children's Services	6
Environment & Sustainability	9
Finance & Strategy	5
Health	5

Scrutiny in Richmond upon Thames

Scrutiny,
Democratic Services,
London Borough of Richmond Upon Thames,
York House,
Richmond Road,
Twickenham TW1 3AA

Tel: 020 8891 7158

Fax: 020 8891 7701

E-mail: scrutiny@richmond.gov.uk

Website: <http://www.richmond.gov.uk/scrutiny>

Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

Albanian

«Ei veshshetësi për të kuptuar këtë botim, ju lutemi vini në kontakt me personelin në adresën e mëposhtme ku ne mund të organizojmë përkthime përmjet telefonit.»

Bengali

যদি আপনি এই বুলেটিনটি বুঝতে পারছেন না, তাহলে আমাদের সাথে যোগাযোগ করুন। আমরা আপনাকে প্রয়োজনীয় সেবা প্রদানের ব্যবস্থা করতে পারবো।

Gujarati

اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میز پذیرش در آدرس فوق آمده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

Farsi

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

Arabic

اگر آپ کو اس اٹاچمنٹ کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیے ہوئے ایڈریس کے دفتر میں جا کر رابطہ کریں۔ ہمیں آپ کی گفتگو کو تلفنی ترجمہ کرنے میں مدد کرنے میں خوشی ہوگی۔

Urdu

اگر آپ کو اس اٹاچمنٹ کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیے ہوئے ایڈریس کے دفتر میں جا کر رابطہ کریں۔ ہمیں آپ کی گفتگو کو تلفنی ترجمہ کرنے میں مدد کرنے میں خوشی ہوگی۔

Punjabi