

Introduction

In accordance with the Education (Scotland) Act 1980 and the Education (School and Placing Information) (Scotland) Regulations 1982, Perth & Kinross Council Education & Children's Services' schools produce handbooks covering the following three categories of information:

- 1 School Information
- 2 Local Authority information
- 3 Statistical information

Whilst the information contained in this school handbook was accurate at the time of publication (December 2010), further changes may have occurred since then.

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A Placing in Schools - Primary, Secondary and Special

Placing in Schools - Primary, Secondary and Special

The policy of Perth & Kinross Council Education Authority is to assign to each school a defined zone known as a catchment area. Each home address has a catchment school for both primary and secondary education. The catchment schools are dependant on pupils' home address. Although we try to provide enough places for all children in the catchment area to attend the catchment school, living within a catchment area does not guarantee a child a place at that school.

In accordance with the provisions of the legislation, parents have a right to make a request that their child be placed in a school of their choice other than the school which normally serves the catchment area in which they reside. Parents' wishes will be met where possible. If the number of places in any particular school is limited, priority for admissions shall be determined on the following basis:

Priority 1 – Children normally resident within the catchment area of the specified school.

Where the number of requests for admission to the specified school by children normally resident within the catchment area exceeds the number of places available, then priority will be determined as follows:

- (a) Children having a brother or sister (or relative permanently living at the same address as part of an extended family*) in attendance at the school.
- (b) Thereafter places will be allocated according to the single criterion of distance from the specified school, with priority being given to those whose normal place of residence is closest to the school.

NB Within denominational schools places will be allocated first to children who have been baptised in the appropriate faith i.e (Roman Catholic and Episcopal Church)

Priority 2 – Children not normally resident within the catchment area of the specified school, but having a brother or sister (or relative permanently living at the same address as part of an extended family*) in attendance at that school.

***provided that the member of the extended family for whom the placing request has been made has lived within that extended family for a period of at least two years.**

Priority 3 – Children not normally resident within the catchment area of the specified school and having no brothers or sisters in attendance at that school.

In relation to Priorities 2 and 3, when it is necessary to refuse only some places because the number of requests exceeds the number of places available, priority will be determined as follows:

- (a) between children within Priority 2, priority will be determined by distance from the specified school, with priority being given to children whose normal place of residence is closest to the specified school.
- (b) between children within Priority 3, priority will be determined by the single criterion of distance from the school, with priority being given to children whose normal place of residence is closest to the specified school.

Placement may be recommended within a special school or provision when a child's education needs cannot be met in their catchment school. This will be based upon the assessment of the child's education needs by their parents, teacher, school medical officer and education psychologist.

The Authority may also determine that particular pupils are to be placed in any school in order to meet specific educational or other exceptional needs, as determined by the Authority. These placements will take priority over any of the 3 priorities above.

Placing requests will normally be granted except where there are circumstances defined in the Act which justify the Authority's refusal of such a request.

Parents who have made successful placing requests for their children at other schools of their choice have to make their own transport arrangements and meet the costs thereof.

Any pupil who attends a primary school other than the one proposed by the Authority (ie as the result of a placing request) and who is due to transfer to a secondary school will be offered a place at the secondary school in whose catchment area he/she lives.

<http://www.pkc.gov.uk/Education+and+learning/Schools/School+enrolment/School+Enrolment.htm>

B Equal Opportunities

Perth & Kinross Council values the diversity of the communities in this Council area and works towards providing services that are inclusive and accessible. Perth & Kinross recognises that social inclusion and promoting equality of opportunity, and good relations between different groups can only be achieved by incorporating equalities into the planning and implementation processes for all Council services. We have a duty to promote and develop the practice of equality of opportunity for all members of our community regardless of:

- Race
- Gender
- Marital/family status
- Disability
- Religion
- Sexual orientation
- Age
- Language
- Place of residence
- Socio-economic status

It is the responsibility of all staff to support a climate conducive to providing equal opportunities for all.

C School Meals

The marketing of junk food to children can skew their idea of what constitutes a balanced meal – foods high in fat, salt or sugar are increasingly dominating young people’s diets. In school, they will be in an environment that takes more responsibility for promoting healthier food and drink choices.

Secondary schools operate a cafeteria style service with a wider choice of food options being made available. Implementation of the Scottish Nutrient Standards has seen a major overhaul of the traditional secondary school menu and there is now an abundance of freshly prepared and tempting food options which are lower in fat, salt and sugar. These include a daily choice of home made meals including vegetarian option, complimentary salad, vegetables and bread with main meals, healthy meal deals, nutritionally improved snack items, healthier drinks options incl. waters, smoothies and fruit juices plus a great deli selection. The cost varies according to the individual choice from the menu.

Cashless Catering operates in all secondary school, where monetary value is held in a pupil account. This account is accessed via the pupil’s National Entitlement Card* (NEC). These cards provide secure access to a pupil’s account where value is retained on the system and not the card. Value can be added to a pupil’s account through coin or note – however, we do encourage cheque payments to any value (payable to Perth and Kinross Council) as this negates the need for pupils to carry cash or to have to queue at revaluation machines. Cheques are handed in to the Cook in Charge at the school.

All payments and expenditure can be fully tracked by the pupil on request. Balances can be accessed at the revaluation machines at any time and itemised transactions are on display through customer readers at all till points. Free school meals pupils have £1.80p added automatically each day, which can be added to by the pupil if desired.

Most schools also offer a healthy break time service and a pre-order facility. New developments are continually being assessed and introduced to enable the pupils to have access to a safe and welcoming quick service environment.

* If you have not yet applied for your NEC or you lose it – don’t worry. Your Cook in Charge will be able to provide you with a temporary card. If you continue to lose your

temporary card then second and subsequent replacements may attract a small charge to cover costs. NEC's are replaced free of charge (currently) through NEC helpline (0870 428 8243). Your school cook will need to re-register any replacement NEC to your account before it will activate the system!

For further information please contact:

Catering Support Team
Support Services
Education & Children's Services
Perth & Kinross Council
Pullar House
35 Kinnoull Street
PERTH PH1 5GD

Telephone: 01738 476341

E-mail: ecscateringsupport@pkc.gov.uk

For further information and sample menu/price list go to:

<http://www.pkc.gov.uk/schoolmeals>

The school meals service is delivered by our operational partners, Catering Division, Tayside Contracts, telephone 01382 812721 <http://www.tayside-contracts.co.uk>

Free Schools Meals

Access to free school meals is an important part of the school meals service in Scotland. It is important that pupils entitled to free school meals get them without fear of stigmatisation. The automated payment system supports this objective.

Who is Eligible for Free School Meals?

You can claim free school meals for your child(ren) if you are receiving:

- Income Support (IS)
- Income based Job Seeker's Allowance (IBJSA)
- Any income related element of Employment and Support Allowance
- Child Tax Credit (CTC), but not Working Tax Credit, and your income is less than £16,040 (as assessed by HM Revenue and Customs)
- Child Tax Credit (CTC) and Working Tax Credit (WTC) and your income is less than £6,420 (as assessed by the Inland Revenue)

If you are between 16 and 18 years old, and receive any of these benefits in your own right you can claim free school meals for yourself.

You may also be eligible if you are an asylum seeker receiving support under Part VI of the Immigration and Asylum Act 1999.

For more information on Child Tax Credit and Working Tax credit visit the Inland Revenue website: <http://www.hmrc.gov.uk/>

Application forms may be obtained from Headteachers or Education & Children's

Services, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD.
They are also downloadable from the internet at the following link:

D School Clothing Grants

If you are in receipt of Income Support or Income-Based Jobseekers Allowance, Education & Children's Services will consider one application per year for a grant towards the cost of purchasing essential clothing to enable children, up to the age of 16, to attend school.

Application forms may be obtained from the school or Education & Children's Services, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD. They are also downloadable from the internet at the following link:

www.pkc.gov.uk/Education+and+learning/Schools/Schools+-+grants+and+benefits/School+Clothing+Grants.htm

E Education Maintenance Allowance

Please note: The following information is correct at the time of going to print but may be subject to change. Please contact the EMA Team or visit the website (details below) for current information.

Education Maintenance Allowance (EMA) is available to eligible young people remaining in full-time education beyond the statutory school leaving age of 16. For academic year 2011/2012, EMA is a weekly payment of £30 paid directly to a young person from a family whose annual household income is £20,351 or less where there is one dependant child (the applicant) in the household. Where there are two or more dependant children, then the household income threshold increases to £22,403.

Students who received EMA during 2008/2009 may also be eligible under the previous scheme. If the household income is £22,403 or less, a £30 award will be payable, for income between £22,404 and £27,465, a £20 award will be payable and for income between £27,466 and £33,156, a £10 award will be payable.

Payments will only be made to those young people who have satisfied the attendance requirements. Up to two in-year bonuses will be paid subject to the young person showing satisfactory progress against learning objectives set in a Learning Agreement.

EMA is available to eligible 16, 17 and 18 year olds during session 2011/12 whose date of birth falls between 01/03/1992 and 28/02/1996. The closing date for applications is strictly 31 March 2012. Any applications received after this date will not be considered. Information and application forms may be obtained from the school, the website below or from:

EMA Team
Support Services
Education & Children's Services
Pullar House
35 Kinnoull Street

PERTH
PH1 5GD

Tel 01738 476399

Email: ema@pkc.gov.uk

<http://www.pkc.gov.uk/Education+and+learning/Schools/Schools+-+grants+and+benefits/Education+MAintenance+Allowance.htm>

F Music Tuition

The cost for music tuition is £223 per year, with an additional charge of £73.50 per year for pupils who are involved in central group activities eg orchestra.

Free music tuition is available to all pupils doing SQA courses and for those whose parents are on Income Support or Income-Based Jobseekers Allowance. Application forms are available from Headteachers or Education & Children's Services, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD. They are also downloadable from the internet at the following link:

<http://www.pkc.gov.uk/Education+and+learning/Schools/Schools+-+grants+and+benefits/Music+Tuition.htm>

G Transport

Free school transport is only available to pupils attending their catchment school and living more than two miles (primary) or three miles (secondary) from the school measured by the shortest available walking route.

Transport will be provided from a suitable point on the public highway. Please note that this can be up to two miles (primary) or three miles (secondary) from the pupil's home.

Parents of pupils who are refused school transport have the right to appeal to the Review Sub-Committee of Lifelong Learning Committee, only on the grounds of safety or if transport is withdrawn.

Where appropriate, the Authority may provide free transport for pupils who attend a special school or specialist unit.

Parents who have made successful placing requests for their children at other schools of their choice have to make their own transport arrangements and meet the costs thereof.

Application forms may be obtained from Headteachers or Education & Children's Services, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD.

They are also downloadable at the following link:

<http://www.pkc.gov.uk/Education+and+learning/Schools/Schools+-+travel+and+trips/>

H Additional Support Needs

Within Perth & Kinross a range of provision exists for pupils with additional support needs. Looked After Children, in line with Education (ASL) (Scotland) Act 2004 are considered to have additional support needs, unless it is otherwise determined at a relevant education planning meeting. A policy of supported mainstream inclusion is complemented by a range of specialist provisions. These are either attached to, or are part of mainstream schools. In addition, there is one all through special school (3-18) for children with profound and complex difficulties.

Where a child has been identified as having additional support needs which cannot be met within the Authority, consideration may be given to placement in a special school (either within or outwith Perth & Kinross) for which a successful placing request has been made.

Where a child has been identified as having additional support needs for which suitable provision cannot be made in a day school, the Authority may provide residential special education at either a special school, within or outwith Perth & Kinross, nominated by the Authority or a special school for which a successful placing request has been made.

Parents moving into the area should contact:

Children & Support Services
Education & Children's Services
Pullar House, 35 Kinnoull Street
PERTH , PH1 5GD.

Telephone: 01738 476390

I Parental Involvement/Parent Councils

The Scottish Schools (Parental Involvement) Act 2006 became legislation in September 2006. This Act proposed changes which were implemented in August 2007 to abolish School Boards and replace them with Parent Councils.

All parents of pupils attending school are automatically members of the Parent Forum for that school, and will be entitled to have a say in what happens at the school.

The Parental Involvement Act aims to do several things:

- It aims to help parents become more involved with their child's education and in schools.
- It places duties on Scottish Ministers and education authorities to promote parental involvement, and a duty on each education authority to produce a strategy for parental involvement.
- It introduces a new system of Parent Councils to replace School Boards, aiming to make it easier for parents to express their views.

All schools have been working with parents to determine if a Parent Council is to be established for the school. The role of the Parent Council is to:

- Support the school in its work with parents.
- Represent the views of all parents.
- Encourage links between the school, parents, pupils, pre-school groups and the wider community.
- Report back to the Parent Forum.

There are currently 81 schools in Perth and Kinross which have established a Parent Council. For more information on the Parent Council for your child's school, please contact the Headteacher.

Advice, Information and Concerns

Parental communication is encouraged and valued. Your child's school is your first point of contact should you require advice, information or to raise concerns. The school will deal with any concerns raised confidentially, timeously and work with you towards a resolution. Your school will advise you how to take your concerns forward should these remain unresolved.

Website link: [http://www.pkc.gov.uk/Education+and+learning/Schools Parental+involvement](http://www.pkc.gov.uk/Education+and+learning/Schools+Parental+involvement)

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Website:

<http://www.pkc.gov.uk/Education+and+learning/Schools/Parental+involvement>

J Insurance

The Authority insures against its legal liability for (i) personal injury, provided negligence is proved against the Council and (ii) loss or damage to property of third parties except where the following exclusions apply:

- Theft of personal belongings
- A pupil's own negligent actions
- The actions of a third party; ie another pupil
- Expensive personal items, e.g. mobile phones, ipods.

Parents are advised that no insurance cover is maintained for circumstances in which the Council does not have legal liability, and may wish to consider making their own insurance arrangements.

K Child Protection/Looked After Children

Child Protection

National Guidance for all Child Protection Agencies ("Protecting Children") requires schools to report if they believe that a child may come to harm as a consequence of possible abuse.

Each school has a Child Protection Officer appointed to be responsible for child protection matters. This person is specially trained for the task.

All schools have good contacts with School Medical Officers, School Nurses and Police, any or all of whom may become involved if child protection concerns arise. Beyond this, close working relationships exist with social work staff who are also part of Education & Children's Services. Any discussion to bring in an outside agency to discuss a concern about a child will only be taken after involving the School Child Protection Officer. The Child Protection Officer will usually contact you to inform you if someone has expressed a concern about your child and discuss the situation with you in order to decide what will happen next, including what information, if any needs to be shared with other agencies. In less usual cases the Child Protection Officer

may decide that the concern is so serious that they need to seek advice from Children & Families' Services (social work) before informing parent(s). These situations are unusual and we will endeavour to ensure that you are informed and are enabled to participate as appropriate in any action which we may initiate regarding your child should a child protection issue arise.

Should you wish to talk further about child protection and the safety of children please feel free to contact :

- your child/children's school
- the Child Protection Duty Team 01738 476768 (24 hour service)
- visit the council's website on www.pkc.gov.uk.

Looked After and Accommodated (LAAC) Children

Each school has a designated LAAC Teacher who deals with all matters relating to children who are 'looked after' eg accommodated in foster or residential care, or who are subject to a supervision order through the Children's Hearing.

This designated teacher will be responsible for monitoring the progress of looked after children in the school and will provide a source of advice if your child is looked after.

Further information on Looked After Services can be found on

<http://www.pkc.gov.uk/Social+care+and+health/Fostering+adopting+and+looked+after+children>

L Access to Information – Parents and Pupils

Parents

The Pupil's Educational Records (Scotland) Regulations 2003 require the authority to give a parent access to information relating to school pupils, past and present, held by them.

- The regulations cover information which originated from a teacher or other employee of the Education Authority, the pupil to whom the information relates or a parent of that pupil.
- The regulations only cover information relating to the school education of that pupil.
- The request must be in writing (or other permanent format for future reference purposes eg email/tape recording).
- The parent seeking access must provide the Authority with sufficient information to satisfy the Authority of his/her identity and to enable the Authority to locate the information requested.*
- The authority must comply with a request within 15 School days of receiving a validated request. (A validated request means that the information requested at *(see above) has been provided).

This is only a brief outline of the basic legal provisions. The regulations contain further detailed rules. They also provide for certain exemptions from the right of access to information.

Pupils

Pupil records and other educational records, held by an education authority are generally accessible under the disclosure provisions of the Data Protection Act 1998.

- It is the person who is the subject of the record who is generally entitled to access (ie the pupil).
- A pupil of 12 years or over is presumed to have the understanding required to allow him/her to seek access.
- This would not apply where the pupil has a learning disability which the education Authority considers affects the pupil's ability to understand and exercise this right, making the pupil incapable in this respect.
- Where a pupil is not capable of exercising this right him/herself, a parent is generally entitled to exercise this right on behalf of the pupil as the pupil's legal representative.
- Parents cannot seek access under the Data Protection Act in their own right, but only as legal representative for a pupil who is not able to do it for themselves.
- The request must be in writing.
- The person seeking access must provide the authority with sufficient information to satisfy the Authority of his/her identity and to enable the Authority to locate the information requested.*
- The Authority must comply with a request within 40 days of receiving a validated request. (A validated request means that the information requested at *(see above) has been provided.

This is only a brief outline of the basic legal provisions. The 1998 Act and regulations made under it contain further detailed rules. They also provide for certain exemptions from the right of access.

M Transferring Education Data about Pupils

Education authorities and the Scottish Government Education Department have collected data about pupils on paper forms for many years. We now work together with schools to transfer data electronically through the ScotXed programme. Thus the Scottish Government has two functions: acting as a 'hub' for supporting data exchange within the education system in Scotland, and the analysis of data for statistical purposes within the Scottish Government itself.

What Pupil Data is Collected and Transferred?

Data on each pupil is collected by schools, local authorities and the Scottish Government. The data collected and transferred covers areas such as date of birth, Scottish Candidate Number (SCN), postcode, registration for free-school meals, whether a pupil is looked after by his/her local authority, additional support needs including disability and English as an Additional Language (EAL), and attendance, absence and exclusions from school. The SCN acts as the unique pupil identifier. Pupil names and addresses are not passed to the Scottish Government.

Your postcode is the only part of your address that is transferred for statistical purposes, and postcodes are grouped to identify 'localities' rather than specific addresses. Dates of birth are passed on as 'month and year' only, again to ensure that individuals are never identified. Data is held securely and no information on individual pupils can or would be published by the Scottish Government.

Providing national identity and ethnic background data is entirely voluntary. You can choose the 'not disclosed' option if you do not want to provide this data. However, it is hoped that the explanations contained in this information and on the ScotXed website (www.scotxed.net) will help you understand the importance of providing the data.

Why Do We Need Your Data?

In order to make the best decisions about how to improve our education service, the Scottish Government, education authorities and other partners such as the SQA and Careers Scotland need accurate, up-to-date data about our pupils. We are keen to help all our pupils do well in all aspects of school life and achieve better exam results. Accurate and up-to-date data allows us to:

- plan and deliver better policies for the benefit of all pupil
- plan and deliver better policies for the benefit of specific groups of pupils
- better understand some of the factors that influence pupil attainment and achievement
- share good practice
- target resources better

Your Data Protection Rights

The collection, transfer, processing and sharing of ScotXed data is done in accordance with the Data Protection Act (1998). We also comply with the National Statistics Code of Practice requirements and other legislation related to safeguarding the confidentiality of data.

The Data Protection Act gives you the right to know how we will use your data. This message can give only a brief description of how we use data. Fuller details of the uses of pupil data can be found on the ScotXed website (www.scotxed.net).

The Scottish Government works with a range of partners including HM Inspectorate of Education and the Scottish Qualifications Authority. On occasion, we will make

individual data available to partners and also academic institutions to carry out research and statistical analysis. In addition, we will provide our partners with information they need in order to fulfil their official responsibilities. Any sharing of data will be done under the strict control of the Scottish Government, which will ensure that no individual level data will be made public as a result of the data sharing, and that these data will not be used to take any actions in respect of an individual. Decisions on the sharing of data will be taken in consultation with colleagues within and outwith the Scottish Government.

Concerns

If you have any concerns about the ScotXed data collections you can email the Senior Statistician, Peter Whitehouse at Peter.Whitehouse@scotland.gsi.gov.uk or write to The ScotXed Support Office, SEED, Area 1B, Victoria Quay, Leith, EH6 6QQ.

Alternative versions of this page are available, on request from the ScotXed Support Office, in other languages, audio tape, Braille and large print.

Want More Information?

Further details about ScotXed are available on the ScotXed website, <https://www.scotxed.net/default.aspx>, which contains a section on 'frequently asked questions'.

N Family Holidays

Family holidays will be marked in school as an unauthorised absence. This will be done even if you have told the school you intend to take your child on holiday. No school work will be given, although some schools may consider giving you information about what will be covered during the absence.

Extended visits overseas to relatives or extended absence in relation to children of travelling people will be marked as an authorised absence. Extended is defined as a period of more than four weeks. If you wish to discuss the matter further in relation to your child, please contact the school.

Website link:

<http://www.pkc.gov.uk/Education+and+learning/Schools/School+holiday+dates/Family+Holidays.htm>

O School Crossing Patrollers

It is very difficult to recruit School Crossing Patrollers. If the School Crossing Patroller terminates their employment, or is absent for any reason, it may not be possible to provide cover.

If this happens, Headteachers will inform parents.

Parents have a responsibility for ensuring that their children are able to travel to and from school safely whether or not the Authority is able to provide safe routes or safe crossing facilities.

P Employment of Children

The employment of children under the age of 16 is subject to compliance with Perth & Kinross Council bye-laws, which outline permitted types of employment and permitted periods of working.

Education & Children's Services will grant and issue an employment permit for children under the age of 16 if:

- The employment is lawful;
- The child's health, welfare or education will not be affected; and
- The child is fit to undertake the work

Children under the age of 13 are not permitted to undertake any type of employment.

Further details and an information booklet called 'The Employment of Children – Perth & Kinross Council Bye-Laws' is available from:

Education & Children's Services
Perth & Kinross Council
Pullar House
35 Kinnoull Street
PERTH, PH1 5GD

Tel: 01738 476344

E-mail: ecsschools@pkc.gov.uk

Website:

<http://www.pkc.gov.uk/Education+and+learning/Schools/Schools+-+extra-curricular+activities/Employment+of+Children+-+Permit+and+Bye-Laws.htm>

Q Further Information

In all cases relating to your child's education you should discuss the matter with the Headteacher. If further information relating to your child's education is required, you should contact:

Education & Children's Services
Perth & Kinross Council
Pullar House
35 Kinnoull Street
PERTH
PH1 5GD

Tel 01738 476200

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting
Communications Manager on 01738 476873

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمخلص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب:

الاسم: Communications Manager
رقم هاتف للاتصال المباشر: 01738 476873

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے

تو اس کا بندوبست سروس ڈیولپمنٹ Communications Manager سے فون نمبر 01738 476873 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡

Communications Manager 01738 476873

來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z
Communications Manager 01738 476873

P ežete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny)
Kontaktujte prosím Communications Manager 01738 476873
na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись
Communications Manager 01738 476873



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility