

ADULT LEARNING DISABILITY STRATEGY 2024 – 2029

CONSULTATIVE PAPER



East Dunbartonshire Learning Disability Strategy 2024-29: Consultation Paper

1. What is the purpose of this Strategy?

- 1.1. This Learning Disability Strategy follows on from East Dunbartonshire Health and Social Care Partnerships (EDHSCP) previous Learning Disability Strategy launched in 2018. Developing a Learning Disability Strategy is not a statutory requirement, which means that HSCPs are not legally required to have one. However, we believe that this strategy provides an opportunity for the HSCP to express our commitment to people with learning disabilities and to providing them with the support they need to lead happy and fulfilled lives.
- 1.2. In this strategy consultation paper, we want to share with you the achievement from our last strategy; where we believe we are just now and what we think our priorities should be for the future to ensure that people with a learning disability living in East Dunbartonshire are enabled and empowered to live happy, healthy, fulfilling lives.
- 1.3. Statistics show that people with learning disabilities do not yet enjoy the same life chances as others. At the heart of this strategy is a commitment that recognises that people with learning disabilities have the same aspirations and expectations as everyone else. Everyone, including those with complex needs, should be treated with dignity, respect and understanding. They should be able to play a full part in their communities and live independent lives free from bullying, fear and harassment.
- 1.4. The Learning Disability Strategy 2024-29 will guide the work of East Dunbartonshire Health and Social Care Partnership over the next five years. In partnership with people with learning disabilities, their families and people who provide support and services, we want to develop a strategy that delivers the best possible outcomes for people with a learning disability living in East Dunbartonshire.

2. Who is the Strategy for?

- 2.1. The Learning Disability Strategy 2024-29 will take account of the needs of people with a learning disability aged 18 years and older that live in East Dunbartonshire or for whom East Dunbartonshire Council is responsible. Sometimes East Dunbartonshire Council has responsibility for someone's health and social care services even if they live outside of the authority area.
- 2.2. The strategy will include people with a learning disability who might also have other conditions such as autism, a mental or physical health condition or who have other needs (sometimes we describe this as having 'complex needs' or 'PMLD', profound and multiple learning disabilities). A distinct Autism Strategy was developed for 2014-24 and is delivered alongside the Learning Disability Strategy.
- 2.3. We aim to develop a Learning Disability Strategy that redresses inequalities that people with a learning disability experience, particularly those with complex

needs and from diverse ethnic backgrounds in accessing personalised care and support that would enable them to exercise choice and control over their own lives.

- 2.4. Throughout this strategy there are references to families and carers. It is acknowledged they are vital to the success of the delivery of this strategy whether it be giving feedback, co-production or supporting their loved one to navigate new ways that services are delivered.

What is a learning disability?

- 2.5. There are many different definitions of a learning disability. Scotland's Learning Disability Strategy 'The Keys to Life' describes a learning disability as "significant and lifelong. It starts before adulthood and affects the person's development. This means that a person with a learning disability will be likely to need help to understand information, learn skills and live a fulfilling life. Some people with learning disabilities will also have healthcare needs and require support to communicate". This is not to be confused with someone that may have a learning difficulty such as dyspraxia, dyslexia or attention deficit hyperactivity disorder (ADHD).
- 2.6. Types of learning disabilities differ hugely. Someone with mild disabilities may be able to live independently with minimal support, whereas someone with severe and profound disabilities may require 24-hour care and help with performing most daily living tasks. The collective term of learning disability can overshadow the person and may lead to their health needs both physical and mental not being identified and met fully.
- 2.7. The advent of the NHS and Community Care Act in 1990 heralded a major change in the way that people with learning disabilities were supported, with a focus on community-based care and support and the closure of long-stay hospitals. Since that time, successive national and local policy has been focused on improving the quality of life, choices and personal outcomes for people with learning disabilities and for the people who care for them. The lives of people with learning disabilities have changed. Expectations and aspirations have rightly increased with ongoing demands for better services, support, choice and control, equality of opportunity and human rights.
- 2.8. People with learning disabilities are citizens who want to play a full part in their communities. People with learning disabilities have many talents. But more than that, they are leaders and role models who strive to contribute to society.

3. The Health and Social Care Partnership (HSCP)

- 3.1. Health and Social Care Partnerships (HSCPs) were introduced in 2015 to bring together a range of community health and social care services. The responsibility for organising these services previously lay with Councils and Health Boards, but now sit with HSCP Boards (sometimes called Integration Joint Boards). The idea behind creating these HSCPs was to integrate health and social care services much more closely under a single manager, with a single combined budget,

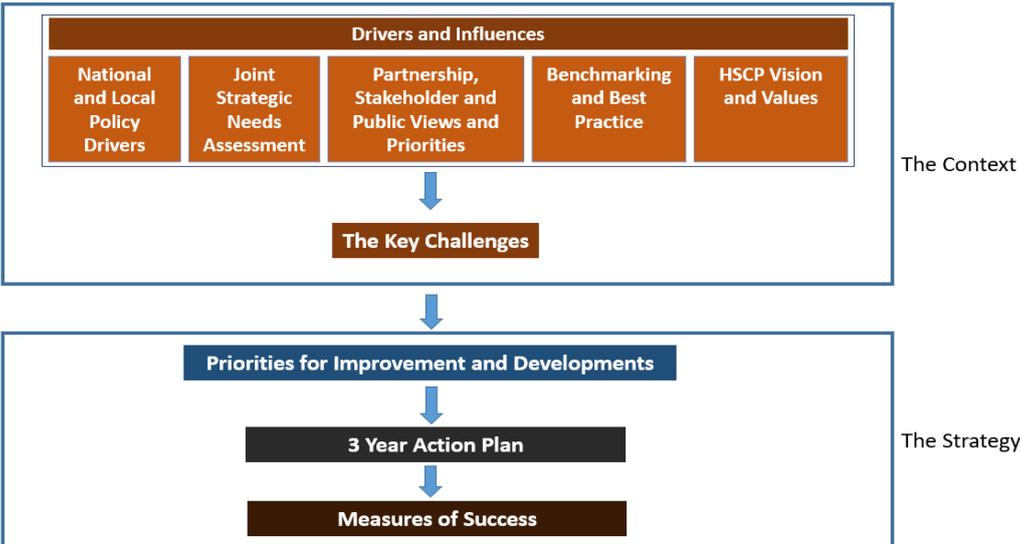
delivering a single plan to meet a single set of national outcomes in a way that best meets local needs. The “single plan” is called the HSCP Strategic Plan. It sets out how HSCP Boards will plan and deliver services for their area over the medium term, using the integrated budgets under their control.

- 3.2. The East Dunbartonshire HSCP brings together the Council and Health Board, through a number of strategic planning groups, to jointly plan health and social care services along with a range of stakeholder representatives, including service users and carers.
- 3.3. The East Dunbartonshire Learning Disability Strategy forms part of a family of plans and strategies that sit under the overarching umbrella of the HSCP Strategic Plan. The Strategic Plan sets out the HSCP’s vision and values, its strategic priorities and enablers and its programme of action over the period 2022-25.

4. Developing the Strategy

- 4.1. A lot of what the HSCP needs to do to support people with learning disabilities is already set out in national and local policy. It is important that we ensure that our Learning Disability Strategy reflects this, but we also need to emphasise the priorities that are right for our local needs and aspirations.
- 4.2. The diagram below attempts to illustrate the process that we are undertaking. The five boxes at the top are the main influences that should inform the context of the new Learning Disability Strategy. By analysing these we should be able to identify what the priorities should be for us.

EDHSCP Learning Disability Strategy 2024 - 2029



- 4.3. The HSCP has carried out initial work by looking at the main pressures (or “drivers”) for change and improvement. A needs analysis has been undertaken

to ensure that the Strategy identifies and reflects these local needs in the development of its priorities.

- 4.4. Crucially important, we have reviewed the expressed views of people with a learning disability themselves over recent years, both locally and nationally. We found that many of the issues and priorities that have been raised in the past remain really important to people. We wanted to ensure that we reflected these views and opinions before we re-engaged with people once again, through this consultation.
- 4.5. Since the last Learning Disability Strategy, the Covid-19 pandemic has had an enormous impact on people with a learning disability and their carers, so it will be essential to ensure that these impacts are recognised in the new strategy and plans developed to support people through and out of the pandemic.
- 4.6. This Learning Disability Strategy Consultation Paper sets out our Strategic Outcomes and what we believe are the priorities for the next five years (2024-2029) for East Dunbartonshire Health and Social Care Partnership in achieving these. In developing this strategy, we aim to set in motion those improvements and build upon the work already undertaken.
- 4.7. The first section of the report provides the background and context. If you would like to jump straight to the proposals and questions, please feel free to proceed to **Section 10: The Conversation**.

5. Where are we now?

- 5.1. It is important that we understand what our population needs are and that we are able to meet these needs through the application of the resources that we have available.
- 5.2. We are very aware that expectations and aspirations of service users, carers, successive governments and professionals have rightly increased, with ongoing demands for better services, support, choice and control, equality of opportunity and human rights. This has happened during a period when the number of people with complex support needs has increased and available resources have been under severe pressure.
- 5.3. To ensure that we set realistic expectations we must consider current and future challenges and the resources and finance available to make changes happen.

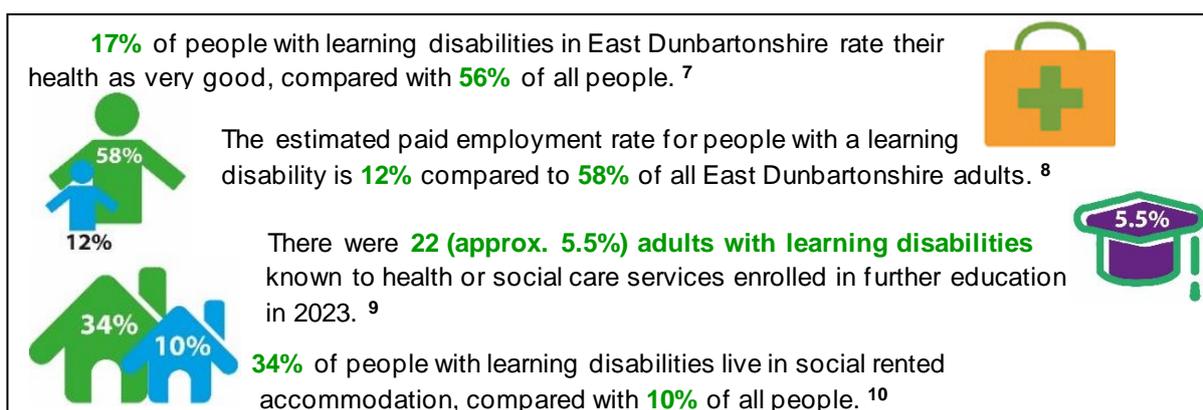
People with Learning Disabilities in Scotland Today

- 5.4. Scotland's Census 2011 reported 26,349 people to have learning disabilities, which equates to 0.5% of Scotland's population. Of these, 21,115 people are aged over 16 years.



People with Learning Disabilities in East Dunbartonshire Today

- 5.5. Scotland's Census 2011 reported 458 people in East Dunbartonshire to have learning disabilities, which equates to 0.4% of the East Dunbartonshire population. Of these, 357 people are aged over 16 years.
- 5.6. From our own figures we believe this number to be higher, with over 400 people aged over 16 years known to social work services and receiving formal support, ranging from low-level advice and support to extremely intensive round-the-clock care and support with specialist health input. Many more individuals will not be in regular contact with specialist health or social care services, but live largely independently or are supported by family.



¹ [The keys to life 2013](#)

² [SCLD report 'Mapping the employability landscape for people with learning disabilities in Scotland' 2016](#)

³ [Pupil's census 2017](#)

⁴ [LDSS 2017](#)

⁵⁻⁸ [Scotland's Census 2011](#)

⁹ East Dunbartonshire Council Carefirst MIS

¹⁰ [Scotland's Census 2011](#)

Demographic Pressures

5.7. Scotland's population is ageing with the number of very old people predicted to continue growing alongside a proportionately smaller and shrinking working age population. In East Dunbartonshire, the number of older people aged 85+ has increased faster than any other HSCP area in Scotland, with this fastest growth expected to continue for the next 10 years¹¹. This is a success story in terms of improved health and wellbeing and longer life expectancy, but it has significant implications for the future of care and support in Scotland.

Increasing Demand for Health and Social Care

5.8. Demand for health and social care services is predicted to increase 25% by 2031¹².

5.9. We have recently updated our Joint Strategic Needs Assessments. This provides a detailed analysis of our population's health and social care circumstances. The box below sets out some of the headlines from this work. These trends will inevitably impact on people with learning disabilities and their carers now and in the future.

- 85 years+ population is increasing by 5% per year – highest in Scotland
- Care at home and care home service demand is increasing by 5% per year (pre-Covid)
- East Dunbartonshire has higher proportion of some long-term conditions such as cancer, arthritis and coronary heart disease. This contributes to an elective hospital admissions rate around 20% higher than Greater Glasgow and Clyde and 50% higher compared with Scotland
- Outpatient attendance rate is around 10% higher than Greater Glasgow and Clyde and Scotland
- Mental health in younger people is a growing area of concern with high numbers of CAMHS referrals and waiting times, and increasing prescribing for depression and anxiety for young people
- East Dunbartonshire has the highest rate of falls resulting in hospital admission, in Greater Glasgow and Clyde
- 8% of East Dunbartonshire adults identified at increasing risk of alcohol related harm
- Hospital-related pressures:
 - 162% increase in Hospital Assessment Team referrals 2008-2018
 - Demand pressures and complexity increases: 40% increase in unscheduled older people care projected to 2025 (from 2018). Orthopaedics increase of 31%.

The Financial Plan

5.10. The HSCP operates within a very constrained financial environment, so unless new funding is forthcoming, any investment in one area will have to be offset by

¹¹ [Projected Population of Scotland \(2018-based\) | National Records of Scotland \(nrscotland.gov.uk\)](https://www.nrscotland.gov.uk/publications/2018-01-01-projected-population-of-scotland-2018-based)

¹² [Health Scotland statistics](https://www.healthscotland.gov.uk/statistics)

increased efficiency or disinvestment in another area of the HSCP's business. To make this process as transparent as possible, a Financial Plan will identify any new specific additional funding that has been received (or may be expected) to support new developments. Over the course of the five year strategy some additional new funding sources may be introduced that we are not yet aware of, but so too may be reductions in funding or pressures elsewhere.

National and Local Policy

5.11. There have been a number of important policies over recent years which have sought to empower and develop choice for people who require support. The box below sets out what we consider to be the key policy drivers that will inform the new Learning Disability Strategy 2024-29:

Key Policy Drivers: National

- Adult Support and Protection (Scotland) Act 2007
- Adults with Incapacity (Scotland) Act 2000
- Audit Scotland Health and Social Care Integration report 2015
- Christie Commission on the Future Delivery of Public Services
- Coming Home: Complex Care Needs and out of Area Placements 2018
- Equality Act 2010
- A Fairer Scotland for Disabled People - Scotland's Disability Delivery Plan 2016
- Carers (Scotland) Act 2016
- Health Inequalities Policy Review 2014
- Health and Social Care Standards: My Support, My Life
- Human Rights Act 2000
- Independent Living Fund Scotland (ILF Scotland)
- Independent Review of Adult Social Care in Scotland (March 2021)
- Keys to Life Strategy 2013
- Keys to life: implementation framework and priorities 2019-2021
- Mental Health (Care and Treatment) (Scotland) Act 2003
- A National Clinical Strategy for Scotland
- National Health and Wellbeing Outcomes
- The National Care Service Bill 2022
- The Public Bodies (Joint Working) (Scotland) Act 2014
- Public Health Priorities for Scotland
- Realising Realistic Medicine
- Scotland Act 2016
- Scotland's National Action Plan for Human Rights (SNAP)
- Scotland's third national Dementia Strategy, 2016-19
- Scottish Government Framework for Community Health and Social Care Integrated Services (Nov 2019)
- Scottish Government's 2020 Vision
- Scottish Strategy for Autism
- See Hear: A strategic framework for meeting the needs of people with a sensory impairment in Scotland (2014)
- Scottish Mental Health Strategy 2017-2027
- Social Care (Self Directed Support) (Scotland) Act 2013
- The Promise 2016
- Welfare Reform Act 2012

Key Policy Drivers: Local

- East Dunbartonshire HSCP Strategic Plan 2022-25
- The East Dunbartonshire Local Outcome Improvement Plan (2017-27)
- NHSGG&C Health and Social Care Strategy: Moving Forward Together (July 2019)
- Turning the Tide through Prevention: NHSGG&C Public Health Strategy 2018-28
- Fair Access to Community Care (Adults) Policy (March 2019)
- NHSGG&C and East Dunbartonshire Council Covid-19 Recovery and Remobilisation Plans
- East Dunbartonshire HSCP Recovery and Transition Plan
- NHSGG&C Board-wide strategies: Mental Health, Learning Disability, Unscheduled Care, Health Visiting, School Nursing, District Nursing, Rehabilitation
- Joint Inspection of HSCP Adult Services in East Dunbartonshire (July 2019)

5.12. The National Care Service and The Learning Disability, Autism and Neurodiversity Bills are developing agendas at the time of preparing this strategy. We will be closely monitoring their development for any new or changing priorities and will review the Learning Disability Strategy as these arise.

6. What is lived experience?

6.1. Lived experience is a depiction of a person's experiences and decisions, as well as the knowledge gained from these experiences and choices.

6.2 We want to use what people with learning disabilities, their families and people who provide support and services report about their lived experiences, including the challenges and barriers they face, as our starting point for developing the new Learning Disability Strategy.

6.3 Learning disabled people with lived experience report that they:

- Can lack meaningful choice and control about where to live;
- Feel they are placed in houses far away from their family and friends;
- Are not always provided with adequate support as a parent with a learning disability;
- Should be able to have safe and healthy relationships;
- Should have their sexual health and reproductive rights ensured and should have access to appropriate services if they experience gender based violence¹³.

6.4 Parent and carers with lived experience report that:

- Transitions can be overwhelming, and it can be difficult to get contact with Adult Social Work Services to assist with this process;
- Housing should most definitely be a focus. It is a basic need to feel safe and secure. Housing services are separate from Health and Social care so there is no joint working making it difficult to navigate;

¹³ [Our vision - Keys to life: implementation framework and priorities 2019-2021 - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/our-vision-keys-to-life-implementation-framework-and-priorities-2019-2021/pages/13.aspx)

- Respite can be difficult to access. Unless you are in an emergency situation, you often can't access respite less than six months in advance. This isn't preventative support.
- Any changes to services can invoke real anxiety, particularly for working parents/carers whose ability to provide for their family is dependent on additional support.
- Minority groups need to feel listened to. A lack of reference is damaging to feeling seen and heard¹⁴.

6.5. Service providers with lived experience report that:

- The Supported Accommodation model within EDC is outdated - locations of services are sporadic and not aligned strategically which means that some services are remote/isolated.
- There are increasing compatibility issues (age, environment, location etc) which make it difficult to provide person-centred accommodation-based support.
- A lack of appropriate accommodation within EDC is making it difficult to adopt a preventative and anticipatory approach to housing people with complex needs.
- Budget constraints are having a huge impact on services.
- Recruiting and retaining social care staff is extremely challenging, making it difficult to provide person centred and consistent support¹⁵.

7 What we have achieved so far

7.1. This is not East Dunbartonshire HSCP's first Learning Disability Strategy. Since the inception of our previous strategy in 2018, we have worked with people with learning disabilities, carers, partners, and communities to improve support and services in many ways, such as:

- Development of the new Allander Adult Learning Disability Day Centre which delivers person-centred support to people with complex needs through the provision of state-of-the-art facilities, such as the hydro-therapy pool, rebound room, physio rooms and the snoozelum.
- An enhanced range of community-based and integrated support options, delivering improved outcomes in employment, education, social activities and health and wellbeing for people with mild or moderate support needs.
- Increased funding for formal Learning Disability Services to continue to deliver positive outcomes for a growing number of people.
- Increased investment in third sector organisations to develop informal services and build community resilience.
- Development and implementation of procedures and service-based assessments to ensure fair and equitable access to resources for people with learning disabilities.

¹⁴ [Learning Disability and Carers Strategy Consultations June 22 – June 23](#)

¹⁵ [Baseline Review of learning disability accommodation-based services June 2022 \(SWOT Analysis\)](#)

- Implementation of independent advocacy during periods of transition, to enforce people's rights, encourage self-determination and increase the accountability of services.
- Development of a transition pathway booklet, providing information and guidance for young people and families during transition from children to adult services.
- More information provided in a range of languages and easy read format.
- Enhanced outcomes for children and adults with autism, delivered through a distinct Autism Strategy;
- Increased investment in 'Promoting Positive Behaviour' training including 'Train the Trainer' provision and Champion roles to support people with complex needs whose behaviour can present as challenging to themselves and others.

8 What we want to achieve in the future

- 8.1. The Scottish Government sets out their ambition for people with learning disabilities in the revised Keys to Life Implementation Framework 2019, and Towards Transformation 2021, produced in the context of recovery from the coronavirus pandemic¹⁶.
- 8.2. They aspire to a creative, open and connected nation in which people with learning disabilities are empowered to live healthy and active lives; learn to reach their full potential; participate in an inclusive economy and contribute to a fair, equal and safe Scotland.
- 8.3. The autism and learning/intellectual disability transformation plan 'Towards Transformation' published in 2021 sets out to ensure that progress is made in transforming Scotland for autistic people and people with learning/intellectual disabilities, reporting back that people have a clear vision about what they want from their lives¹⁷.

In their day-to-day lives this means:

- To have and be supported to keep good health.
 - To have a good experience at school and for education to give us opportunities and choices for our futures.
 - To be able to work.
 - To be able to live independently but connect with families and friends.
 - To choose to have a family of our own.
- 8.4. East Dunbartonshire Health and Social Care Partnership wholeheartedly supports these aspirations. We have come far, but we know we can do more for our community.

Our vision

- 8.5 East Dunbartonshire Health and Social Care Partnerships vision for people with learning disabilities is shaped by the Scottish Government's ambition for all

¹⁶ [Our vision - Keys to life: implementation framework and priorities 2019-2021 - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/keys-to-life-implementation-framework-and-priorities-2019-2021/pages/12.aspx)

¹⁷ [Learning/intellectual disability and autism: transformation plan - gov.scot\(www.gov.scot\)](https://www.gov.scot/publications/learning-intellectual-disability-and-autism-transformation-plan/pages/12.aspx)

citizens and aligned with East Dunbartonshire Health and Social Care Partnership Strategic Vision to **'care together to make a difference'**



'Working together to deliver better outcomes for people with learning disabilities, and their families and carers'

9 How are we going to do this?

- 9.1. After analysing the main policy drivers, the local needs analysis and feedback from people with lived experience, we think that our priorities for development and improvement over the next five years should be:
- To develop a preventative and anticipatory approach to accommodating people with learning disabilities as close to home as possible. By improving the data we collect, we will help to shape EDC Strategic Housing Investment Plan to accurately reflect housing requirements for people with learning disabilities, now and in the future.
 - To undertake a Feasibility Study of existing learning disability accommodation-based services, take learning from the findings of the study and prepare a development plan to ensure that future services are high quality, efficient and sustainable.
 - To improve planning for young people with learning disabilities transitioning to adulthood. We will review current Transition Procedures and develop a Transition Action Plan taking learning from collaboration and best practice guidance such as The Scottish Transition Forum - Principles into Practice Framework¹⁸.
 - To improve short break provision for people with a learning disability by investing in building-based resources to make them high quality, fit-for-purpose to meet the most complex needs and ensuring they are sustainable for the future, whilst growing alternative models of short break provision that offer greater choice and opportunity for people with a learning disability.
 - To develop a Covid Recovery Plan which will ensure there is restorative action for issues caused by the Covid pandemic such as poor mental health and missed health appointments for people with learning disabilities, pending implementation of annual health checks for adults with a learning disability, in line with National Policy;

18

[Principles into Practice - Scottish Transitions Forum](#)

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- To improve how we are delivering our services and support by engaging with people with learning disabilities, their carers, staff and service providers at least once a year by doing an annual survey. Thereafter, improving analysis of data, including unmet need, engagement rates, lived experience and satisfaction levels.
 - To implement local guidance that promotes best practice and improves knowledge, helping inhouse and third sector social care staff to support people with learning disabilities to have healthy relationships and to identify and respond to those who are experiencing gender-based violence.
- 9.2. Of course, these priorities are just a small part of a much bigger plan of support, but we need to make clear a step change, if we are to truly deliver fair opportunities for people in East Dunbartonshire with a learning disability to live happy, healthy, fulfilling lives.
- 9.3. Please note, some of these areas of development may take longer than the five years of this Strategic Plan and will be dependent upon decisions about future funding that we are not able to currently predict.

10 What we will do next

- 10.1. This document sets out the Health and Social Care Partnership's initial thoughts on the new Learning Disability Strategy 2024-29 and what we believe to be the proposed areas for priority action. We will now invite partners, stakeholders and the general public to participate in the development of this new strategy. We would like this to take the form of a conversation:

The Conversation:

We will share from our early work what we understand to be the key challenges for adults with learning disabilities and what changes and improvements need to be made to meet those challenges. We will also share what we think will make these changes possible.

We will ask people with learning disabilities, carers and other interested stakeholders what they think about these ideas and what is most important for them. We will encourage ideas about other changes and improvements that people think are important, as well as things that people would like to keep the way they are.

- 10.2. We will arrange to engage with people with lived experience, including people with a learning disability, parents/carers and service providers, in addition to a range of existing organisations and groups within the HSCP. We will also engage with the general public.
- 10.3. These plans are set out in more detail in a supporting Communication, Engagement & Participation Plan.

11 Tell us what you think

11.1. As has been outlined above, the proposals set out in this report are, at this point, suggestions only. We have tried to explain why we have arrived at the proposed priorities that are set out above, but we are very conscious that there will be other points of view. We want to open the process up to a fuller debate at this point.

11.2. Quite soon we will have to settle on what our Learning Disability Strategy priorities are and then do more work to build the plan around these. So, this is the opportunity to influence the foundations of the plan that will take forward the work to support people with learning disabilities better over the next five years.

11.3. We have set up an online survey which can be accessed by clicking this link:

[Take our survey now](#)

11.4. We are also very happy to receive your thoughts in an email if you prefer, at:

Gayle.Paterson@eastdunbartonshire.gov.uk

or

you can drop your response into the offices below for attention of Gayle Paterson Learning Disability Strategic Review Project Lead:

Kirkintilloch Health and Care Centre
10 Saramago Street
Kirkintilloch
G66 3BF

Allander Resource Centre
Milngavie Road
Bearsden
G61 3DF

11.5. The questions in the survey are set out on the next page. You might find these useful in preparing your response, but we are happy to hear from you in your own words if that suits you better.

11.6. If you would like to engage in another way, please email in the first instance (using the email address above) and we will get back in touch to discuss your needs.

The consultation closes on Thursday 14 December 2023.

East Dunbartonshire Learning Disability Strategy 2024-29: Consultation

Survey Questions

1. Please can you tell us about your interest in Health and Social Care Services?

You can select more than one.

- Service user / patient
- Carer
- Volunteer
- Council employee
- Health Board employee
- Care provider / employee
- Board member / partner representative
- Member of the public
- Other (please specify):

2. Please can you tell us what learning disability support services in your area work well for you?

3. Please can you tell us where you think learning disability support services in your area could do better?

4. Do you think that the **priorities for development and improvement** identified in the consultation paper are the right ones?

- Fully agree
- Partly agree
- Undecided
- Disagree

Please can you tell us more about your answer and any suggestions you may have?

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5. Do you have any other comments that you'd like to provide on the development of the Learning Disability Strategy and what it means for you? Please tell us in the space below:

Accessibility

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Gabhaidh an sgriobhainn seo cur gu Gàidhlig ma tha sin a dhith oirbh. Cuiribh fòin gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज़ हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।