



Shetland Islands Council

Performance Indicators

2004-05



ADULT SOCIAL WORK

COMMUNITY CARE ASSESSMENTS

Indicator 1

Persons assessed or reviewed and services provided (03/04):

	No. of persons receiving an assessment or review	Rate/1,000 relevant population	No. persons receiving a service	Rate/1,000 relevant population
a) Elderly people aged 65+	993	315.9	849	270.1
b) Elderly aged 65+ with dementia	52	16.5	7	2.2
c) 18-64, with mental health/dementia	20	1.5	11	0.8
d) 18-64 with physical disability	288	21.4	226	16.8
e) 16-64 with learning disability	55	4.1	26	1.9
f) 18-64 with HIV/AIDS	0	0	0	0
g) 18-64 with drug/alcohol abuse	6	0.4	6	0.4
h) Total	1,414	85.1	1,125	67.7

2004/2005 Results:

a) Elderly people aged 65+	692	217.1	831	260.7
b) Elderly aged 65+ with dementia	33	10.4	46	14.4
c) 18-64, with mental health/dementia	8	0.6	30	2.2
d) 18-64 with physical disability	133	9.9	227	16.9
e) 16-64 with learning disability	20	1.5	35	2.6
f) 18-64 with HIV/AIDS	0	0	0	0
g) 18-64 with drug/alcohol abuse	6	0.4	16	1.2
h) Total	892	53.6	1,185	71.3

RESIDENTIAL ACCOMODATION: STAFF QUALIFICATION

Indicator 2

The percentage of care staff in residential homes who have appropriate qualifications for these users.

	% of staff with appropriate qualifications	
	03/04	04/05
b) Elderly People	65.0	52.6
c) Other adults	35.0	35.7

RESIDENTIAL ACCOMMODATION: PRIVACY

Indicator 3

Single rooms as % of all residential care places for each of the following users, for each provider:

	Council		Voluntary Sector		Private Sector	
	03/04	04/05	03/04	04/05	03/04	04/05
a) Elderly People	100	100	100	100	NA	NA
b) Other Adults	100	100	NA	NA	NA	NA

Rooms with en-suite facilities:

	Council		Voluntary Sector		Private Sector	
	03/04	04/05	03/04	04/05	03/04	04/05
b) Elderly people	100	100	100	100	NA	NA
c) Other adults	40.0	100	NA	NA	NA	NA

HOME CARE/HOME HELPS

Indicator 4

Number and percentage of home care clients receiving the following levels of service:

	03/04		04/05	
	No. of home care clients	As a rate per 1,000 population age 65+	No. of home care clients	As a rate per 1,000 population age 65+
	455	144.8	465	NA

Number and percentage of home care clients receiving the following flexibility of service:

	03/04		04/05	
e) Total receiving personal care	200	46.4	186	40
f) Total receiving care at the weekends	168	36.9	159	34.2
g) Total receiving care evenings/overnight	76	16.7	69	14.8

Volume of Service

	(i) No of home Care hours		As a rate per 1,000 population aged 65+	
	03/04	04/05	03/04	04/05
i) Total no. hours/week provided or purchased	2,447	2,519	778.6	790.2

RESPIRE CARE

Indicator 5

Number of persons assessed as requiring respite care and percentage of that number for whom at least one such arrangement was made:

Volume of respite care per 1,000 population:

	03/04	04/05
a) People aged 65+		
Residential Respite Care	1,867nights	2,114nights
Respite Care provided at home	1,102hrs	1,128hrs
Other respite care	0	0
b) People aged 18-64		
Residential Respite Care	96.8nights	150.7nights
Respite Care provided at home	91.1hrs	44.0hrs
Other respite care	0 nights	1.4nights

CRIMINAL JUSTICE

Indicator 6

	03/04		04/05	
a) Number of reports submitted to courts during the year	136	95	7.9	5.5
b) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt	100%	100%		
c) Proportion of reports submitted to courts by due date:	100%	100%		

PROBATION**Indicator 7**

	03/04	04/05	As a rate/1,000	
			03/04	04/05
a) The proportion of new probation orders issued during the year	25	37	1.5	2.1
b) The proportion of new probationers seen by a supervising officer in one week	100%	100%		
c) The proportion of people subject to a probation order who were reported to the court for breach of probation during the year	42.4%	20.5%		

COMMUNITY SERVICE**Indicator 8**

	03/04	04/05
a) The number of new community service orders issued during the year	28	34
b) The average length of community service (hours) for orders completed during the year	5.03	9.4
c) The average number of days taken to complete orders completed during the year	3480	3753

BENEFITS ADMINISTRATION**ADMINISTRATION COSTS****Indicator 1**

	03/04	04/05
Number of Cases	2,392	2,285
Gross Administration cost per case (£)	98.52	87.07

PROCESSING TIME**Indicator 2**

	03/04	04/05
The average time for processing, from the date of receipt of the application to the posting of the notification of the outcome, for:		
- new claims	31.3 days	35.6days
- change of circumstances	3.0 days	2.9days

Percentage of renewal claims processed on time: 99.5% NA

ACCURACY AND SECURITY OF PROCESSING**Indicator 3**

	03/04	04/05
a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination	99.5%	99.8%
b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	FTR	FTR

CHILDREN'S SERVICES

PRIMARY SCHOOLS

Indicator 1

a) The percentage of classes which fall within the following categories:

	Single year classes (%)		Composite Classes (%)	
	03/04	04/05	03/04	04/05
a) 33 or fewer pupils	43.6	50.0	56.4	50.0

b) The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands:

	Classes with P1 to P3 pupils (%)	
	03/04	04/05
a) 30 or fewer	100	100

c) The total number of primary school classes of each type:

	03/04	04/05
Single year classes	51	58
Composite Classes	66	58
P1 – P3 classes	63	60

PRIMARY SCHOOLS - OCCUPANCY

Indicator 2

a) Occupancy: The percentage of schools where the ratio of pupils to places is:

	03/04(%)	04/05(%)
i) 40% or less	26.5	21.2
ii) 41 – 60%	20.6	33.3
iii) 61 – 80%	35.3	24.2
iv) 81% or more	17.6	21.2
v) 101% or more	0.0	0.0
b) The total number of primary schools	34	33

SECONDARY SCHOOLS – OCCUPANCY

Indicator 3

a) Occupancy: The percentage of schools where ratio of pupils to places is:

	03/04(%)	04/05(%)
i) 40% or less	11.1	11.1
ii) 41 – 60%	0	0
iii) 61 – 80%	66.7	66.7
iv) 81% or more	22.2	22.2
v) 101% or more	0	0
b) The total number of secondary schools	9	9

SPECIAL EDUCATIONAL NEEDS

Indicator 4

The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in the following time bands:

% of total assessments completed

	03/04	04/05
Up to 18 weeks	0	0
19 to 26 weeks	100	25
27 to 39 weeks	0	75
40 to 52 weeks	0	0
More than 1 year	0	0
Average overall time taken to complete an assessments (weeks)	24	30

EQUAL OPPORTUNITIES POLICY

Indicator 5

The number and percentage of employees in each of the following staff salary bands who are women:

	Head and Deputy Head women teachers			
	03/04	04/05	03/04(%)	04/05(%)
Secondary schools	7	3	33.3	23.1
Primary schools	26	23	76.5	79.3
Special schools	2	1	100	100

All teachers (including Head and Deputy Head)

	03/04	04/05	03/04(%)	04/05(%)
Secondary schools	130	107	54.2	54.9
Primary schools	228	179	89.4	89.9
Special schools	36	35	97.3	92.1

CHILD PROTECTION

Indicator 6

	03/04	04/05
a) number of children referred in 12 months to 31 March	51	42
b) % of children entered on the register who had not previously been on register	0.0%	17.9%
c) number of children on the child protection register at 31 March	8	
d) no. of children on child protection register at 31 March/1,000 population, aged 0-15	3.6	1.7
e) % of children on the register at 31 March who had been on the register:		
i) less than 6 months	76.5%	50.0%
ii) 6 months but under 1 year	5.9%	NA
iii) one year but under 2 years	17.6%	50.0%
iv) two years or more	0.0%	NA

LOOKED AFTER CHILDREN- ACADEMIC ATTAINMENT

Indicator 7

The number of looked after children, ceasing to be looked after away from home who have:

	03/04	04/05
a) attained at least one Standard Grade	66.7%	33.3%
b) attained Standard Grade Maths and English	33.3%	16.7%

CHILD CARE PLACEMENTS

Indicator 8

No. and % of children being looked after by the Council in the following types of placement:

	(i) No. children children		(ii) (1) as % of total no looked after		(iii) As rate/1,000 population aged 0-17	
	03/04	04/05	03/04	04/05	03/04	04/05
a) At home	14	11	42.4	36.7	2.6	2.1
b) In other community placements	15	12	45.5	40.0	2.8	2.3
c) In residential accommodation	4	7	12.1	23.3	0.8	1.3
d) Total no. being looked after excluding respite	33	30	100	100	6.2	5.7
e) Under 12s in residential	0	1				
f) Under 12 looked after excluding respite	18	15				
g) Children receiving respite excluded from a) to f)	36	29			6.8	5.5
h) Total looked after including respite	69	59			13.0	11.3

RESIDENTIAL ACCOMODATION: STAFF QUALIFICATION

Indicator 9

The percentage of care staff in residential homes who have appropriate qualifications for these users.

	03/04	04/05
a) Care staff in Local Authority residential homes who have appropriate qualifications	63	17
b) Total staff	27	28

RESIDENTIAL ACCOMMODATION: PRIVACY

Indicator 10

Single rooms as % of all residential care places for each of the following users, for each provider:

All Sectors

03/04 04/05

a) Children	100	100
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Rooms with en-suite facilities:

All Sectors

03/04 04/05

a) Children	0.0	100
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RESPIRE CARE

Indicator 11

Number of persons assessed as requiring respite care and percentage of that number for whom at least one such arrangement was made:

Volume of respite care:	
03/04	04/05

c) People aged 0-17 with disabilities

Residential Respite Care	687nights	619nights
Respite care provided at home	20hrs	295hrs
Other respite care	155nights	102nights
	11,540hrs	9,040hrs

SOCIAL BACKGROUND REPORTS

Indicator 12

Social Background Reports:

	03/04	04/05
a) The number of reports submitted to the Reporter during the year.	23	55
b) The number of reports requested by the Reporter which were submitted within 20 days.	13	45

SUPERVISION

Indicator 13

Supervision:

	03/04	04/05
a) The number of new supervision requirements made during the year	8	6
b) The proportion of children seen by a supervising officer within 15 days	8	6

CORPORATE MANAGEMENT

SICKNESS ABSENCE

Indicator 1

The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff:

	Percentage of days lost	
	03/04	04/05
Chief officers, administrative, professional, technical and clerical employees	4.8	4.7
Craft and manual employees	7.6	5.9
Teachers	3.7	3.2

LITIGATION CLAIMS

Indicator 2

The number and value of civil liability claims incurred by the council in the year:

	03/04	04/05
a) Number of claims per 10,000 population	11.9	4.1
b) Claims value as % of revenue budget.	0	0

EQUAL OPPORTUNITIES

Indicator 3

The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women.

	Number of women		% of women	
	03/04	04/05	03/04	04/05
a) Women employees in top 2%	3	6	7.5	13.6
b) Women employees in top 5%	16	22	16.0	21.0

CORPORATE MANAGEMENT

PUBLIC ACCESS

Indicator 4

	03/04	04/05
a) The number of council buildings from which the council delivers services to the public	NA	89
b) The number of buildings from which the council delivers services that are suitable for, and accessible to disabled people	NA	48

COUNCIL TAX COLLECTION

Indicator 5

	03/04	04/05
Collection Costs: The cost (£) of collecting Council Tax per chargeable dwelling	21.70	18.50

COUNCIL TAX INCOME

Indicator 6

	03/04	04/05
a) The income (£) due from Council Tax for the year, excluding reliefs and rebates; and	5,903,120	6,343,816
b) The percentage of a) that was received during the year	95.9	96.1

NON-DOMESTIC RATES - INCOME

Indicator 7

	03/04	04/05
a) Income due from non-domestic rates excluding reliefs	£12,956,106	£12,140,646
b) % of income due from non-domestic rates that received by the end of the year.	98.3%	96.1%

PAYMENT OF INVOICES (%)

Indicator 8

	03/04	04/05
a) The number of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a percentage of all invoices paid	82.0	84.1

CULTURAL AND COMMUNITY SERVICES

SPORT AND LEISURE MANAGEMENT

Indicator 1

The number of attendances per 1,000 population for:	03/04	04/05
All pools	15,850	15,901

ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS

Indicator 2

The number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	16,269	17,126
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MUSEUMS

Indicator 3

	03/04	04/05
a) The number of museums operated by or financially supported by the council	12	12
b) The percentage of these which are registered under the Museum and Galleries Commission (MGC) registration scheme	83.3%	83.3%

CULTURAL AND COMMUNITY SERVICES

LIBRARY BOOK REQUESTS

Indicator 4

	03/04	04/05
Average time taken to satisfy book requests (days)	24	17

LIBRARY STOCK TURNOVER

Indicator 5

Changes in library stock:	Adult lending stock of book and audio-visual material		Children's and teenage lending stock of book and audio-visual material	
	03/04	04/05	03/04	04/05
a) Recommended national target for annual number of additions per 1,000 population	280	280	100	100
b) Actual Additions per 1,000 population	233	238	250	244
c) Stock at year end per 1,000 population	3,273	3,655	4,102	3,277

USE OF LIBRARIES

Indicator 6

Borrowers from public libraries:	03/04	04/05
a) borrowers as a percentage of the resident population	42.0	35.7
b) average number of issues per borrower	25.0	29.8

LEARNING CENTRE AND LEARNING ACCESS POINT USERS

Indicator 7

	03/04	04/05
a) number of users	2,218	3,178
b) users as a percentage of the population	10%	14.5%
c) number of occasions that terminals are accessed per 1,000 population	1,051	979

DEVELOPMENT SERVICES

BUILDING WARRANT AND COMPLETION CERTIFICATES

Indicator 1

	03/04	04/05
The average time (days) taken to respond to a request for a completion certificate	5	7
Number of warrants	362	451
Number of completion certificates	230	247

DEVELOPMENT SERVICES

PROCESSING TIME - PLANNING APPLICATIONS

Indicator 2

a) Percentage of householder applications dealt with within the following times.

	Percentage of applications 03/04	Percentage of applications 04/05
Dealt with within 2 months	88.7	77.4

b) Percentage of non-householder applications dealt with within the following times:

Timescale	% of applications 03/04	% of applications 04/05
Dealt with within 2 months	59.1	50.0

APPEALS - PLANNING

Indicator 3

	03/04	04/05
a) Number of decisions which went to appeal	0	2
b) as a percentage of all decisions	0.0	8.2%
c) Percentage of (a) which were successful		0.0% 0.0%

DEVELOPMENT PLANS

Indicator 4

	Percentage of Population	
	03/04	04/05
Percentage of population covered by Local Plans Which have been adopted within the last 5 years.	100%	100%

HOUSING

RESPONSE REPAIRS

Indicator 1

Repair Type	Target Response Time for each priority category set out by the Council	Number of repairs carried out in each category each category		Percentage of repairs completed within the target response time for	
		03/04	04/05	03/04	04/05
a) Emergency	Complete within 24 hours	1,373	1,301	97.7	98.5
b) Urgent	Complete within 3 working days	1,214	1,524	88.7	89.8
c) Routine	Complete within 1 calendar month	2,412	3,226	70.3	76.8
d) Three Month	Complete within 3 calendar months	1277	556	70.1	71.9
g) All Categories	Number of repairs due to be completed within 24 hours	1,406	1,282	97.7	98.5

MANAGING TENANCY CHANGES

Indicator 2

The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year:

03/04	04/05
6.0%	5.4%

Indicator 3

The time taken by the council to re-let houses analysed by the following bands:

Void Period	(i) Number of houses re-let		(ii) as a percentage of total for (i)	
	03/04	04/05	03/04	04/05
Less than 2 weeks	10	20	5.4	10.0
2-4 weeks	16	14	8.7	7.0
More than 4 weeks	158	166	85.9	83.0

RENT ARREARS

Indicator 4

	03/04	04/05
Current tenant arrears as a % of the net amount of rent due in the year	4.5	6.8
Percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	0.9	3.1

COUNCIL HOUSE SALES

Indicator 5

The percentage of house sales completed within the following bands:

Time Band	No of Sales		%	
	03/04	04/05	03/04	04/05
Up to 26 weeks	18	8	39.1	20.0
Average time taken to complete sale:	44wks	40wks		

HOMELESSNESS

Indicator 6

	03/04	04/05
a) The total number of homeless households in priority need	184	169
b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless:	03/04	04/05
	19.1wks	28.4wks
c) number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed:	03/04	04/05
	31	23

PROTECTIVE SERVICES

FOOD SAFETY: HYGIENE INSPECTIONS

Indicator 1*

The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections which were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year		% of inspections undertaken within time	
	03/04	04/05	03/04	04/05
6 months	6	3	33.3	NA
12 months	12	19	33.3	26.3
More than 12 months	43	105	23.9	19.0

* The figures for these indicators have been X graded as the figures could not be substantiated. New systems in place will ensure that these can be reported next year.

WORKPLACE SAFETY INSPECTIONS¹

Indicator 2

	03/04	04/05
(a) the percentage of premises liable to inspection brought within the inspection rating system	100	100
(b) Information on the level of achievement against the council's own inspection targets:		

i) The council's inspection frequency	(ii) Number of premises in this category		(iii) Target number of premises to be inspected		(iv) % of target actually inspected within time	
	03/04	04/05	03/04	04/05	03/04	04/05
c) Every 6 months: risk category A	8	2	16	4	6.3	NA
d) Every 12 months: Risk category B1	5	7	5	7	80.0	57.1
e) Every 24 months: Risk category B2	35	185	8	10	25.0	30.0
f) Every 24 months: Risk category B3	36	NA	18	NA	44.4	NA
g) Every 24 months: Risk category B4	58	NA	28	NA	32.1	NA
h) Every 60 months: Risk category C	463	378	134	156	49.3	22.4

NOISE COMPLAINTS

Indicator 3

	03/04	04/05
a) total number of complaints received which were the council's responsibility for advice or investigation	14	47
b) number of complaints (i) completed at initial enquiry stage; and (ii) number which required further investigation	6 2	21 34
c) the percentage of responses at (b) (i) which were provided in one day (calendar) of receipt of the complaint, and at (b) (ii) which were provided in 3 days (calendar) of receipt of the complaint	33.3%	87.5%
	62.5%	72.3%

PEST CONTROL

Indicator 4

Response Time

	The council's target response time	Percentage of responses within national target	
		03/04	04/05
High Priority	Within 2 days	92.9	98.2
Low Priority	Within 5 days	97.2	94.5

¹ Failure To Report: new systems to accurately record were not in place until after the beginning of 2002-03.

PROTECTIVE SERVICES

TRADING STANDARDS - ENQUIRIES, COMPLAINTS AND ADVICE

Indicator 5

Percentage of enquiries, complaints and advice requests completed in the following time bands:

	03/04		04/05	
	Same day	Within 14 days	Same day	Within 14 days
Consumer enquiries	78.8		71.4	
Consumer complaint		87.6		89.2
Business advice requests		87.5		93.0

INSPECTION OF TRADING PREMISES

Indicator 6

Level of Risk	i) locally determined target inspection frequency	ii) Number of premises in this category		(iii) Target total number of visits		(iv) Percentage achieved within time	
		03/04	04/05	03/04	04/05	03/04	04/05
		High	12 Months	6	59	100	59
Medium	24 Months	NA	411	NA	202	NA	19.3
Low Risk	60 Months	NA	1,038	NA	205	NA	1.5

ROADS AND LIGHTING

CARRIAGEWAY CONDITION

Indicator 1

Percentage of the road network that should be considered for maintenance treatment:

	03/04	04/05
a) A class roads	36.2	22.4
b) B and C class roads	66.5	74.0
c) Unclassified roads	49.1	35.8
d) Overall	40.7	33.1

TRAFFIC LIGHT REPAIRS

Indicator 2

Traffic lights failure; elapsed time from notification to the completion of repair:

	03/04	04/05
a) Percentage of repairs completed within 48 hour	0	0

STREET LIGHT REPAIRS

Indicator 3

Street lights failure; elapsed time from notification to the council to completion of repair;

	03/04	04/05
a) Percentage of repairs completed within 7 days	63.3%	57.5%

STREET LIGHTING COLUMNS

Indicator 4

	03/04	04/05
The proportion of street lighting columns that are over 30 years old:		
a) Total number of street lighting columns	NA	2,895
b) Number of street lighting columns that are over 30 years old	NA	FTR

BRIDGES – ROAD NETWORKING RESTRICTIONS*

Indicator 5

Bridges failing to meet European standard of 40 tonnes or having weight or width restrictions placed on them

	03/04	04/05
a)i. Total number of assessed council bridges	NA	44

WASTE MANAGEMENT

REFUSE COLLECTION

Indicator 1

	03/04	04/05
(a) Gross cost of refuse collection per premise	£64.02	£33.95
(b) Gross cost of refuse disposal per premise	£111.39	£47.60

SPECIAL UPLIFTS

Indicator 2 - Special uplift for bulky domestic refuse.

No service provided which conforms to definition of "special uplift service" in Citizen's Charter.

REFUSE COLLECTION COMPLAINTS

Indicator 3

	03/04	04/05
a) The number of complaints per 1,000 households regarding the household waste collection service;	2	1.7

REFUSE RECYCLING

Indicator 4

The amount of waste collected by the Council during 01/02 that was disposed of by the following methods:

Method	% / household	
	03/04	04/05
Used for recovery of heat, power and other energy sources	69.8	63.0
Composted by the authority	0	0
Other recycling methods	7.4	9.7
Landfill	22.7	27.3
Other methods	0	0
Total	99.9	100

Method	% commercial	
	03/04	04/05
Used for recovery of heat, power and other energy sources	69.9	62.9
Composted by the authority	0.0	0
Other recycling methods	7.4	9.7
Landfill	22.7	27.4
Other methods	0	0
Total	100	100

CLEANLINESS

Indicator 5

The cleanliness index achieved following inspection of a sample of streets and other land

a) Cleanliness Measurement

No. of inspection:	Local Authority				04/05 Partner Authority		Keep Scotland Beautiful Validation	Beautiful Overall Cleanliness
	1	2	3	4	1	2		
	76	79	76	75	74	79	74	76

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我們會適當地為你安排傳譯人員或者提供你需要文字的文件。

ਕੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੈਟਰ (ਤੁਭਾਸ਼ੀਆ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ?

ਜੇਕਰ ਤੁਹਾਨੂੰ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਹਾਇਤਾ ਲਈ 01595 744537 ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਜਿਥੇ ਸੰਭਵ ਹੈ ਸਕਿਆ ਇੰਟਰਪਰੈਟਰ ਉਪਲਬਧ ਕਰਵਾਇਆ ਜਾਏਗਾ ਜਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਵਾਲੀ ਭਾਸ਼ਾ ਵਿਚ ਦਸਤਾਵੇਜ਼ ਭੇਜਿਆ ਜਾਏਗਾ।

आपनि कि एकजन दोभाषीर साहाय्य चान ?

यदि आपनार प्रयोजन थाके ताहले अनुग्रह करे योगायोग करून -01595 744537
येथाने संभव सेखाने एकजन दोभाषीर व्यवस्था करा हवे अथवा आपनि ये भाषाते च
दलीलटि अनुवाद करे आपनाके प्रदान करा हवे ।

کیا آپ کو انٹرپریٹر کی ضرورت ہے؟

اگر ایسا ہے تو پھر (انٹرپریٹر کی) مدد حاصل کرنے کیلئے فون نمبر 01595 744537 پر بات کریں۔

جہاں ممکن ہو اوہاں انٹرپریٹر کی سہولت فراہم کی جائے گی یا پھر (مطلوبہ) دستہ ویز کا ترجمہ آپ کی

پسندیدہ زبان میں فراہم کیا جائے گا۔