cultureNL

Report on the public consultation on the service provision of libraries and community facilities.

August 2016

Introduction

A target relating to CultureNL funding was approved by North Lanarkshire Council after a public budget consultation exercise was conducted at the end of 2015.

CultureNL is required to find savings of approximately £1.5 million in 2016/17. Prior to 2016/17 CultureNL has made over £1.7 million of savings during the first three years of operation.

CultureNL held a public consultation on the service provision of libraries and community facilities between 16th May and 20th June 2016. The consultation focussed on gathering the publics' views on key areas of the service. This included gathering views on development priorities following the decision to no longer operate a service from four community libraries – Craigneuk, Newarthill, Old Monkland and Petersburn; to reduce the mobile library fleet from five to three vehicles and to no longer operate a service from seven community centres - Bargeddie, Coshneuk, Harthill, Springhill, Mossend, Watson Street (Motherwell), and Whifflet. Consultation on amended opening hours for all remaining static libraries was also included.

3
Consultation

2.1 Methodology

An online survey was made public on 16th May and printed copies of the questionnaire were made available in CultureNL venues across North Lanarkshire. Copies were mailed to all groups who have lets in the community centres where CultureNL is proposing to remove services and an email was sent to over 13,000 members on the library email distribution list inviting them to complete the questionnaire. An email account was made available where members of the public could submit comments.

34 information sessions, attended by 194 customers, were held in 17 venues across North Lanarkshire in order to give residents, community groups and other interested parties the opportunity to ask questions of CultureNL staff and to provide general comments as well as feedback on the proposals contained within the questionnaire.

48 related articles appeared in local newspapers and Twitter and Facebook campaigns received 29,651 views generating 224 reactions, comments or shares and 156 retweets.

2.2 General responses

The public consultation exercise received a total of 1,416 submission, 523 were online and 893 were printed copies, letters and social media comments.

6 petitions, both online and hard copy, were also submitted by the public including:-

Petersburn Community Council petition

Petersburn online petition

Newarthill Community Council petition

Newarthill online petition

Mossend petition

Old Monkland petition

It is understood that a number of other online petitions are also active; however CultureNL has yet to receive these. Additional information, both printed and email from MPs, MSPs, and local Councillors

were received, as well as 605 standard letters from the public (each containing the same text but with separate signatures) objecting to the proposed removal of library services in the four localities. Five specific letters of objection from the public and a number of signed pre-printed slips each containing the same objection to the proposed removal of the library service in Petersburn were also received.

Where a confirmation had been requested and where a return address could be identified, each submission was acknowledged.

2.3 Analysing the data

The analysis of submissions covered not just 'closed' questions (i.e. tick−box) in terms of the options, but also the analysis of open−ended comments received via the online survey and all letters, emails and social media comments which were uploaded onto the online survey. All of these have been read and analysed in detail. Due to the volume of comments received they have been arranged into specific categories, the categories are outlined in the relevant sections later in the report.

The priority questions were analysed by "weighted average". Each ranking is given a weighting (low priority - 1, medium priority - 2 and high priority – 3). The number of responses for each ranking is multiplied by its weight and added together, then divided by the total number of responses to each question. This gives the weighted average.

Responses to options

3.1 Future service priorities following the decision to no longer operate from four community libraries

Your Suggestions
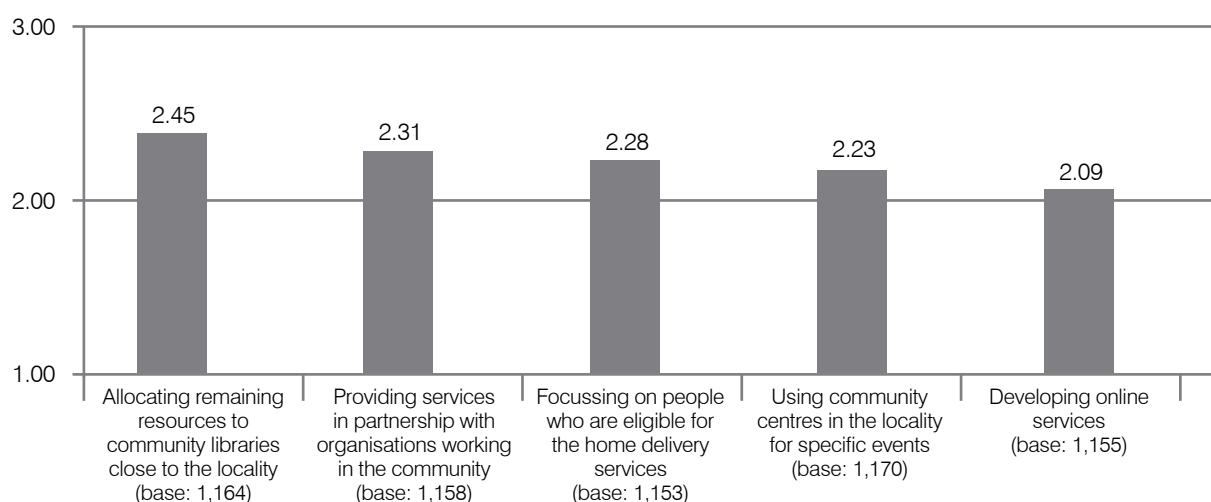
	LOW Priority	MEDIUM Priority	HIGH Priority	Total	Weighted Average
Developing online services	**25.80%** 298	**39.39%** 455	**34.81%** 402	1,155	2.09
Focusing on people who are eligible for the home delivery service	**12.75%** 147	**46.75%** 539	**40.50%** 467	1,153	2.28
Providing services in partnership with organisations working in the community	**14.16%** 164	**40.50%** 469	**45.34%** 525	1,158	2.31
Allocating remaining resources to community libraries close to the locality (e.g. book stock)	**11.51%** 134	**31.53%** 367	**56.96%** 663	1,164	2.45
Using community centres in the locality for specific events (e.g. book groups)	**19.91%** 233	**37.01%** 433	**43.08%** 504	1,170	2.23

Allocating remaining resources to community libraries close to the existing area is the action with the highest priority, while providing services in partnership with organisations working in the community has the second highest priority. Focussing on people who are eligible for the home delivery service was weighted the third highest priority while using community centres within the locality for specific events was weighted the fourth highest priority. Developing online services was given the lowest priority

Our Response

The library service will reallocate specific remaining resources, from the libraries where the service is being withdrawn, to community libraries close to the area. This will include reallocation of general book stock, large print and talking books, PCs, DVDs and games resources.

The library service will provide services in partnership with organisations working in the community. This will include, but is not restricted to, providing training for the delivery of Bookbug sessions to groups and individuals, developing options for placing deposit collections in local

facilities and supporting the delivery of book groups in local facilities.

The library service will focus on supporting access to the home delivery service by customers who are temporarily or permanently confined to their home due to: disability infirmity, illness or are carers of someone affected by these conditions

The library service will investigate options for using community centres within the area for delivery of specific events (e.g. book groups).

The library service will work with partners to develop access to PC resources in local facilities in the area.

3.2 Suggestions on what the library service should focus on following the decision to no longer operate from four community libraries.

Your Suggestions

Base: 314

Category	Response Percent
Objection to ceasing delivery of a library service from building	34%
Alternative priorities - Children's services / book bug	15%
Alternative priorities - Additional mobile library to areas affected by service removal	10%
Alternative priorities - Computer skills development / employment skills	10%
Priorities - Developing online services	8%
Priorities - Using community centres in the locality for specific events (e.g. book groups)	7%
Priorities - Providing services in partnership with organisations working in the community	6%
Alternative priorities - Book groups	6%
Objection to consultation strategy	5%
Priorities - Focusing on people who are eligible for the home delivery service	5%
Alternative priorities - Developing opportunities for secondary spend	5%
Priorities - Allocating remaining resources to community libraries close to the locality	2%
Alternative priorities - Extend hours of remaining libraries	2%
Alternative priorities - Use of volunteers	2%
Alternative priorities - Reduce hours of all libraries to keep all open	1%
Other – comment types with less than 1% response	25%

34% of submissions indicated an objection to ceasing delivery of a library service while 5% of responses contained an objection to the consultation exercise. A wide variety of suggestions for alternative resource provision were included in submissions, these ranged from providing services in partnership with organisations working in the community and putting in mobile library stops, to focusing on children's services/Bookbug and computer skills development.

A number of ideas for generating income were submitted, these included charging for book borrowing, developing café options, including enterprise cafes and café franchises in the four libraries in question, charging a membership fee, increasing council tax rates and increasing overdue fees.

A number of responses included the suggestion that CultureNL should explore community asset transfer of the library buildings in question and develop community hubs. (e.g. "hand over libraries to community groups/charity organisations." "The local community and especially those who use the libraries and community halls should be helped to set up charities to get the halls to remain open and run by volunteers.").

A number of submissions suggested delivering services via local schools and community centres.

25% of comments were allocated an 'other' category. The comments within this category were not repeated in sufficient numbers to create a further category in their own right. The types of comments placed into the 'other' category included:

"A continued lending service opportunity is critical especially for those on low incomes",

"focus on the community and provide a service,"

and

"can't always travel to next closest library, this one is more convenient."

Our response

CultureNL will no longer operate a service from Petersburn, Old Monkland, Newarthill and Craigneuk libraries and recommends that options for community asset transfer and community hub development, within the four areas, are pursued by North Lanarkshire Council. Notification of the date on which the services will be removed will be outlined separately.

In the areas where a library service is being withdrawn CultureNL will provide services in partnership with organisations working in the community. This will include, but is not restricted to, providing training for the delivery of Bookbug sessions to groups and individuals, developing options for placing deposit collections in local facilities and supporting the delivery of book groups in local facilities

None of the ideas for generating income (either separately or as a package) would be able to meet the operating costs of the current service within the four areas in question.

The library service is not able to charge for the lending of books as this would be a breach of the Public Libraries Act.

Changes in council tax rates are the remit of local and central government not CultureNL.

The service already delivers a wide range of computer skills development courses across North Lanarkshire but we will also work with partners to develop access to PC resources in local facilities in the areas where a library service is being withdrawn.

CultureNL , working in partnership with North Lanarkshire Council will investigate the options for delivering limited and focussed library services via school facilities.

3.3 Future service priorities following the reduction in the fleet by two mobile libraries.

Your suggestions
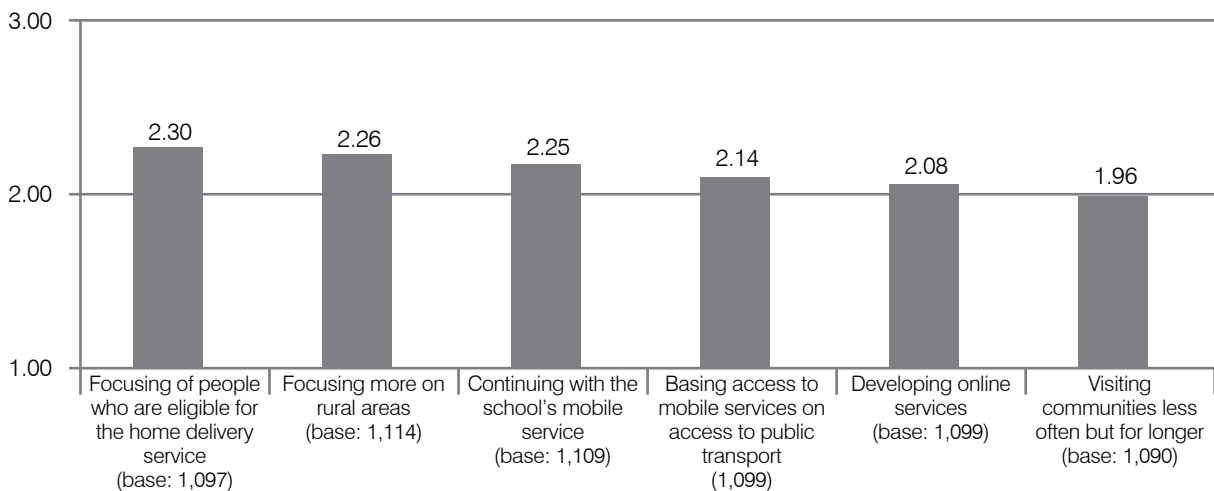
	LOW Priority	MEDIUM Priority	HIGH Priority	Total	Weighted Average
Focusing more on rural areas	**15.98%** 178	**41.65%** 464	**42.37%** 472	1,114	2.26
Visiting communities less often but for longer	**29.17%** 318	**45.60%** 497	**25.23%** 275	1,090	1.96
Focusing on people who are eligible for the home delivery service	**12.76%** 140	**44.12%** 484	**43.12%** 473	1,097	2.30
Basing access to mobile library services on a customer's access to good public transport links rather than the distance they live from a static library	**22.93%** 252	**39.85%** 438	**37.22%** 409	1,099	2.14
Continuing with the school's mobile service	**21.73%** 241	**31.38%** 348	**46.89%** 520	1,109	2.25
Developing online services	**27.02%** 297	**37.49%** 412	**35.49%** 390	1,099	2.08

Focussing on people who are eligible for the home delivery service is the action with the highest priority, while focussing more on rural areas has the second highest priority. Continuing with the school mobile service has the third highest priority however it scores only slightly lower than focusing more on rural areas. Basing access to mobile library services on a customer's access to good public transport links rather than the distance they live from a static library was the fourth highest priority while developing online services was the fifth. Visiting communities less often but for longer was given the lowest priority.

Our response

The library service will make it a priority to support access to the home delivery service for those customers who are temporarily or permanently confined to their home due to disability, infirmity, illness or are carers of someone affected by these conditions a priority.

The library service will focus more of its mobile services in rural areas and will continue to deliver a school mobile service.

The library service will review the eligibility criteria for all its stops in order to include the factor of basing access to mobile library services on a customer's access to good public transport links rather than the distance they live from a static library.

The service will continue to focus on developing its online services.

3.4 Suggestions on what the library service should focus on following the reduction in the fleet by two mobile libraries

Your suggestions

Base: 186

Category	Response Percent
Objection to reducing mobile fleet	27%
Objection to ceasing delivery of a library service from building	14%
Priorities - Focusing on people who are eligible for the home delivery service	12%
Priorities - Continuing with the schools' mobile service	9%
Alternative priorities - If delivery of a library service ceases increase mobile libraries in area affected	9%
Priorities - Developing online services	8%
Response not connected with mobile libraries	7%
Priorities - Visiting communities less often but for longer	3%
Objection to consultation strategy	2%
General negative statement	2%
Other – comment types with less than 1% response	29%

27% of submissions indicated an objection to reducing the mobile fleet. 14% of submissions indicated a further objection to ceasing delivery of a library service from four community libraries.

A wide variety of suggestions for alternative resource provision were included in submissions. These ranged from focussing on people who are eligible for the home delivery service, continuing with the children's mobile service and focusing on developing online services.

A significant number of submissions were made regarding the provision of a mobile service in the areas where we are ceasing delivery of a static library service (e.g. "use a mobile library to stop at places affected so we can still get books." "Should concentrate mobile service in the areas that are losing their library service.").

A number of returns indicated a concern around reduction to services to sheltered housing accommodation.

A number of submissions were received regarding visiting less often but for a longer period of time and conversely visiting more often but for a shorter period of time. Some submissions also indicated that the service should visit weekly, while others suggested visiting fortnightly.

Our response

The library service will reduce the mobile fleet from 5 to 3 vehicles and will conduct a review of how the service is delivered to ensure the remaining vehicles are used effectively.

The service will make the support of access to our home delivery service for those customers who are temporarily or permanently confined to their home due to disability, infirmity, illness or are carers of someone affected by these conditions a priority.

The service will also continue to deliver a children's mobile service and it will focus on developing online services.

The Library service will investigate options for creating mobile stops in the areas where static library services are being withdrawn.

The library service will continue to maintain services to sheltered housing accommodation.

The library service will generate a visits timetable that is based on maximising access. This will include variable stopping periods but it will not include variable weekly/fortnightly visit patterns.

3.5 Future service priorities following the decision to no longer operate from seven community facilities

Your suggestions
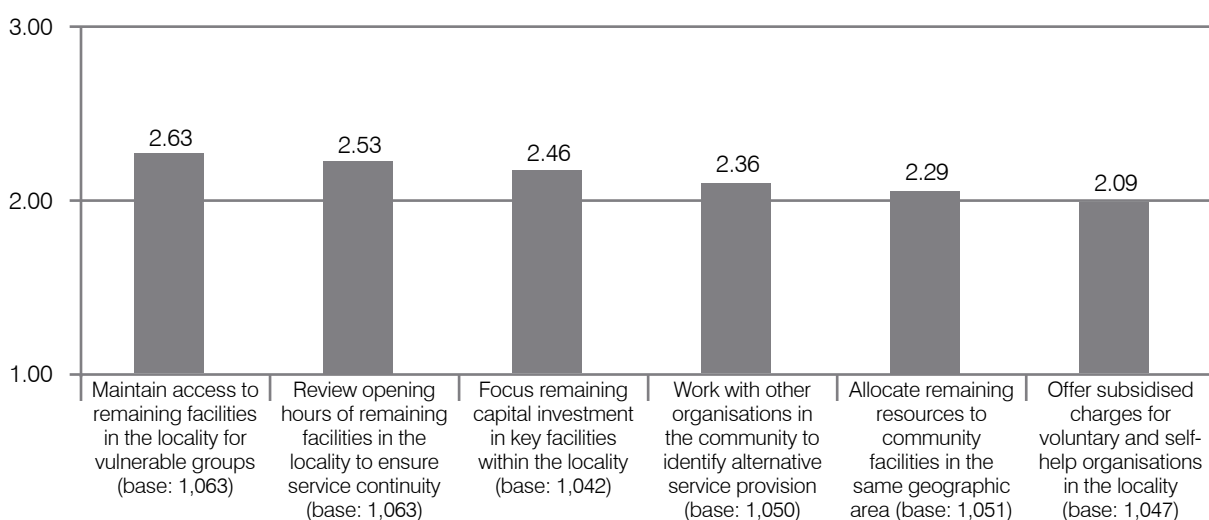
	LOW Priority	MEDIUM Priority	HIGH Priority	Total	Weighted Average
Focus remaining capital investment in key facilities within the locality	**7.97%** 83	**38.39%** 400	**53.65%** 559	1042	2.46
Offer subsidised charges for voluntary and self-help organisations in the locality	**21.49%** 225	**48.52%** 508	**29.99%** 314	1047	2.09
Maintain access to remaining facilities in the locality for vulnerable groups	**5.27%** 56	**25.96%** 276	**68.77%** 731	1063	2.63
Work with other organisations in the community to identify alternative service provision	**12.76%** 134	**38.86%** 408	**48.38%** 508	1050	2.36
Allocate remaining resources to community facilities in the same geographic area	**12.84%** 135	**45.29%** 476	**41.86%** 440	1051	2.29
Review opening hours of remaining facilities in the locality to ensure service continuity	**10.25%** 109	**26.72%** 284	**63.03%** 670	1063	2.53

Maintaining access to remaining facilities in the locality for vulnerable groups is the action with the highest priority, while reviewing opening hours of remaining facilities in the locality to ensure service continuity is the second highest priority. Focusing remaining capital investment in key facilities within the locality was weighted the third highest priority and working with other organisations in the community to identify alternative service provision was the fourth highest priority. Allocating remaining resources to community facilities in the same geographic area was the fifth highest priority while offering subsidised charges for voluntary and self-help organisations in the locality was deemed to have the lowest priority.

Our response

Community Facilities will ensure access by vulnerable groups to remaining facilities in the area is a key priority by liaising with groups to ascertain their requirements and matching needs to available facilities.

Community Facilities will conduct a review of facility opening hours to ensure the most appropriate access times are available to the public and to ensure service continuity.

Community Facilities will focus capital investment in remaining key facilities within or close to the areas affected to ensure facilities are fit for purpose and meet community need.

Community Facilities will work with organisations in the community in order to identify alternative service provision for groups affected and will ensure remaining resources are allocated to community facilities within the same geographic area to ensure continuity of access to resources by the local community.

3.6 Suggestions on what community facilities should focus on following the decision to no longer operate from seven community facilities

Your suggestions

Base: 147

Category	Response Percent
Objection to cessation of service delivery in specific community facilities	31%
Comment relating to ceasing delivery of a library service from building	27%
Priorities - Community ownership / Work with other organisations in the community to identify alternative service provision	9%
Comment relating to opening hours	7%
Objection to consultation strategy	5%
Priorities - Maintain access to remaining facilities in the locality for vulnerable groups	5%
Alternative priorities - Incorporate library services	3%
Alternative priorities - Book groups in community facilities	1%
Alternative priorities - computer facilities and services	1%
Other – comment types with less than 1% response	19%

31% of submissions objected to the cessation of service delivery in specific community facilities while 27% of submissions commented on ceasing library services from specific buildings. 5% of submissions objected to the consultation process.

9% of submissions included the suggestion that CultureNL explore community asset transfer of community facilities ("Help communities to take over the facilities," "Work with local organisations to asset transfer buildings.").

A number of submissions were received suggesting book groups and ICT facilities should be placed in existing community facilities.

19% of comments were allocated an 'other' category. The comments within this category were not repeated in sufficient numbers to create a further category in their own right. The types of comments placed into the 'other' category included: "Provide transport to the nearest community facility" and "a sense of community is of high priority for all."
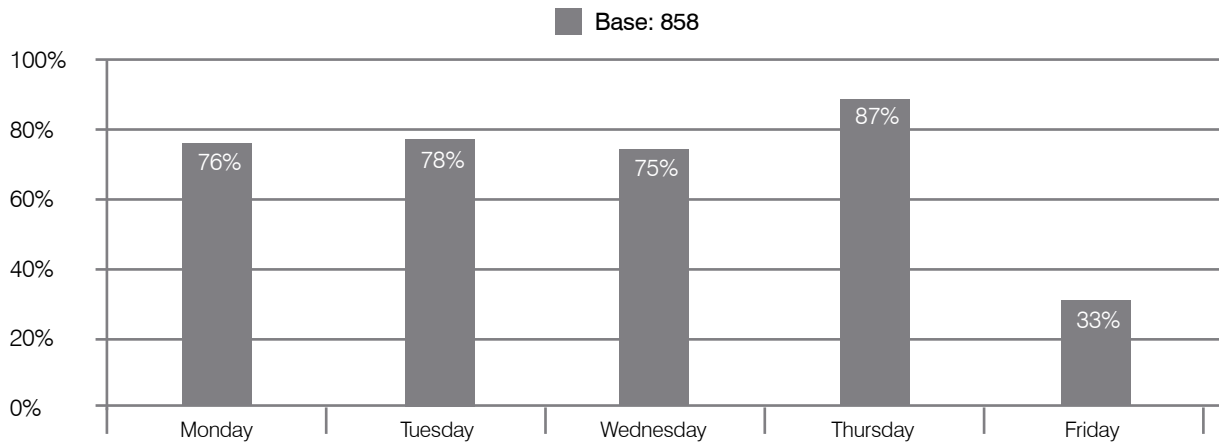
Our response

CultureNL will no longer operate a service from Bargeddie, Coshneuk, Harthill, Springhill, Mossend, Watson Street (Motherwell), and Whifflet community centres and recommends that options for community asset transfer and community hub development, within these areas, are pursued by North Lanarkshire Council. Notification of the date on which the services will be removed will be outlined separately.

The service will investigate options for using community centres within the area for delivery of specific events (e.g. book groups) and we will work with partners to develop access to PC resources in local facilities.

3.7 Preferred late nights (open until 7pm) in Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries

Your suggestions

Base: 858

|				
Monday 76%	Tuesday 78%	Wednesday 75%	Thursday 87%	Friday 33%

Submissions indicate that the four preferred late nights (open until 7pm) in the above town centre libraries are Monday, Tuesday, Wednesday and Thursday.

Our response

The library service will close Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries at 5pm on Fridays, and keep them open until 7pm on Mondays, Tuesdays, Wednesdays and Thursdays.

3.8 Preferred late night (open until 7pm) in Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries
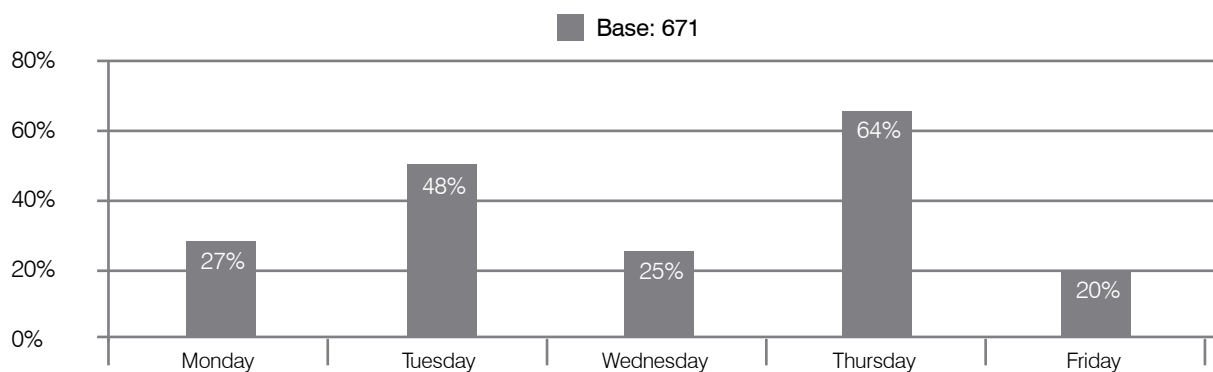
Base: 765
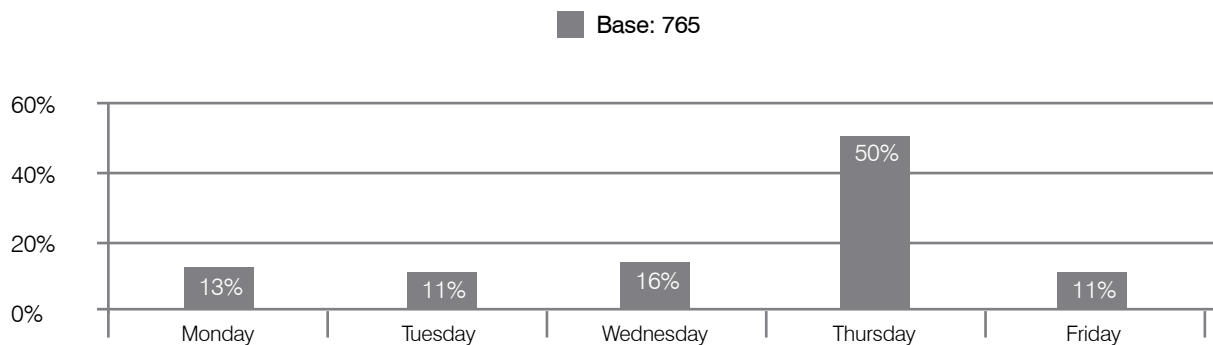
Your suggestions

Submissions indicate that the preferred late night (open until 7pm) in the above medium size libraries is Thursday.

Our response

The library service will close Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries at 5pm on Mondays, Tuesdays, Wednesdays and Fridays and keep them open until 7pm on Thursdays.

3.9 Preferred late nights (open until 7pm) in Bellshill Cultural Centre
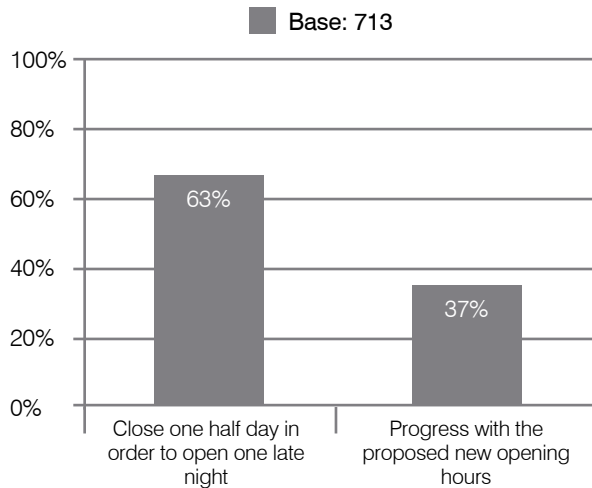
Your suggestion

Base: 671

Submissions indicate that the preferred late nights (open until 7pm) in the above library are Tuesday and Thursday.

Our response

The library service will close Bellshill Cultural Centre library at 5pm on Mondays, Wednesdays and Fridays and keep it open until 7pm on Tuesdays and Thursdays

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3.10 Preferences for closing one half day in order to open one late night or progressing with proposed new opening hours in Chryston and Cleland libraries
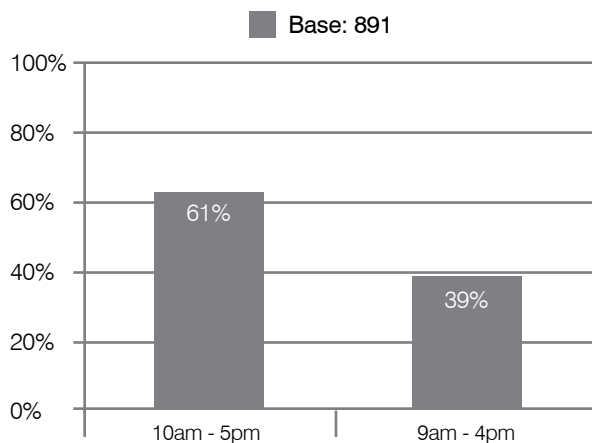
Base: 713

Your suggestions

Submissions indicate a preference for closing one half day in order to open one late night in Chryston and Cleland libraries.

Our response

The library service will open Chryston and Cleland libraries between 2pm and 7pm on Thursdays.

3.11 Preferences for opening on Saturdays in Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries.
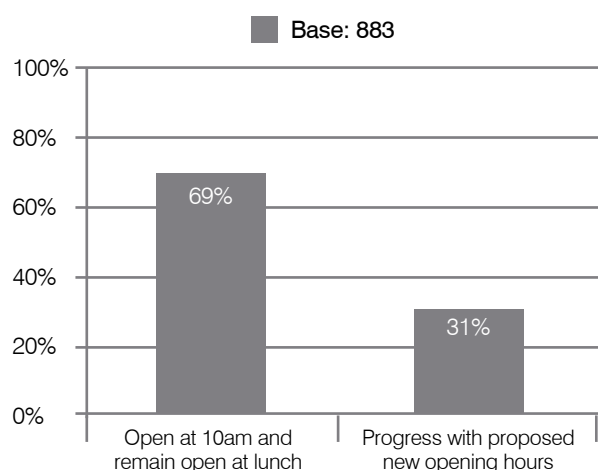
Base: 891

Your suggestions

Submissions indicate a preference for opening between 10am and 5pm in the above town centre libraries.

Our response

The library service will open Airdrie, Coatbridge, Cumbernauld, Motherwell and Wishaw libraries between 10am and 5pm on Saturdays.

3.12 Preferences for opening at 10am and remaining open at lunch or progressing with the proposed new opening hours in Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries


Base: 883

69% — Open at 10am and remain open at lunch

31% — Progress with proposed new opening hours

Your suggestions

Submissions indicate a preference for opening at 10am and remaining open at lunch in the above medium size libraries.

Our response

The library service will open Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries at 10am and keep them open at lunch times on Mondays, Tuesdays, Wednesdays and Fridays.

3.13 Preferences for closing for a half day in order to open on a Saturday or progress with the proposed new opening hours in Kilsyth library.
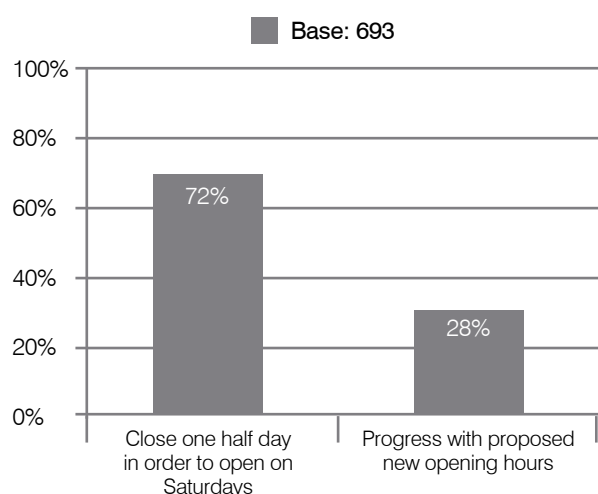
Base: 693

72% — Close one half day in order to open on Saturdays

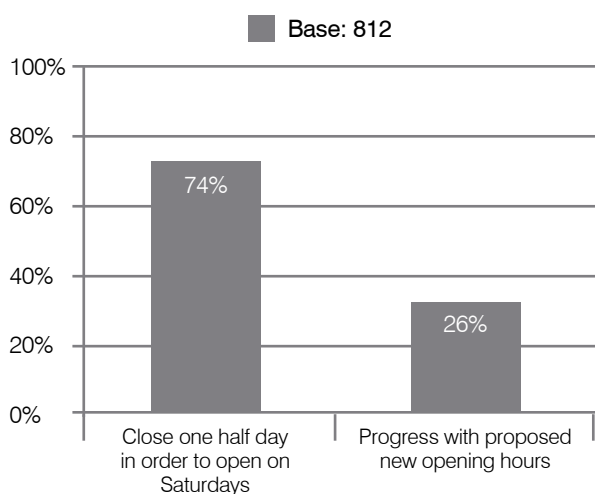28% — Progress with proposed new opening hours

Your suggestions

Submissions indicate a preference for closing for a half day in order to open on a Saturday in Kilsyth library.

Our response

The library service will close Kilsyth library on a half day on Thursdays (open 2pm - 7pm) and open on Saturdays (open 10am - 1pm).

3.14 Preferences for closing a half day in order to open on a Saturday or progress with the proposed new opening hours in Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries

Base: 812

Your suggestions

Submissions indicate a preference for closing for a half day in order to open on a Saturday in the above medium size libraries.

Our response

The library service will close Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps and Viewpark libraries on a half day on Thursdays (open 2pm-7pm) and open them on Saturdays (open 10am – 1pm).

3.15 Additional comments submitted

Your suggestions

Base: 348

Category	Response Percent
Comment relating to opening hours	51%
Objection to ceasing delivery of a library service from building	27%
Developing opportunities for secondary spend / Other revenue generation	7%
Objection to consultation strategy	6%
Community ownership / Work with other organisations in the community to identify alternative service provision	4%
Objection to reducing mobile fleet	3%
General objection	3%
Integrate library / community facility services	3%
Developing online services	2%
Use of volunteers	2%
Objection to cessation of service delivery in specific community facilities	1%
Other – comment types with less than 1% response	22%

51% of suggestions in this section concern library opening hours. A significant percentage covered keeping libraries open in the evenings and on Saturdays and in particular keeping Kilsyth library open on Saturdays.

27% of comments objected to ceasing library services from four community libraries, while 3% objected to the reduction in the mobile library fleet. 6% of submissions objected to the consultation process. The level of objection (to ceasing library services from four community libraries, no longer operating from seven community facilities and to reducing the mobile library fleet from five to three vehicles), present throughout the consultation process is noted. Many comments have been received around the potential impact the removal of such services may have on educational attainment, social inclusion, the support of children, young people an elderly residents, the support of the unemployed, and the support of literacy and digital literacy skills development.

A number of submissions were received regarding community asset transfer of buildings to local community groups as well as submissions relating to the development of community hubs.

A number of positive comments were received about the high quality of the library service available across North Lanarkshire and the effectiveness of library staff.

A number of submissions were received around alternative income generating options, these included charging for membership, closing libraries during public holidays, offering more paid events, developing tea and coffee facilities and charging for room letting.

A number of submissions were received regarding pursuing savings in heating and lighting.

A number of submissions were received regarding reducing opening hours across the service in order to retain services at the four libraries where the service is being removed and various suggestions around alternative opening hours in a number of venues.

22% of comments were allocated an 'other' category. The comments within the 'other category were not repeated in sufficient numbers to create a further category in their own right. The types of comments placed into the 'other' category included:

"I do not think that the staff should work on their own," "Local book swap - people can bring in used books and swap them for other used books," and "are "bus like" vehicles really necessary? There must be smaller alternative vehicles which would suffice."

Our response

It is recognised that the removal of services does have potential impact, however no alternative income/funding models were submitted during the consultation process that would enable CultureNL to retain current provision and therefore reduce any potential impact as outlined in submissions. CultureNL recommends that options for community asset transfer within the localities affected are pursued by North Lanarkshire Council.

The new opening hours (based on public feedback) will offer late night opening across the service and Kilsyth library will remain open on Saturdays.

The library service is not able to charge for the lending of books as this would be a breach of the Public Libraries Act.

Options for closing libraries during public holidays will be investigated by CultureNL.

Income options from more paid events such as craft sessions, authors visits etc. are already being pursued by CultureNL.

Tea and coffee facilities are already available in a number of libraries and have been withdrawn from those where profit margins were not realised.

Charging for room letting is already available in a number of libraries.

Ideas for generating income are welcome however none (either separately or as a package) would be able to meet the operating costs of the current service within the areas where the library service is being removed.
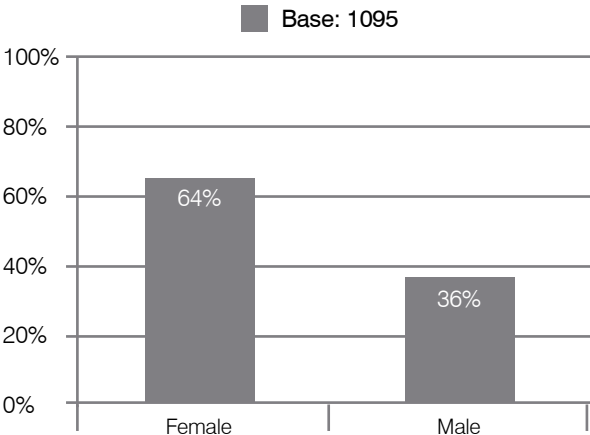
CultureNL will pursue savings in heating and lighting costs in all of its facilities.

As part of the savings exercise opening hours across the service are being reduced. Further reductions in order to retain a presence in the areas where library services are being removed would disproportionally affect other locations which have higher usage.
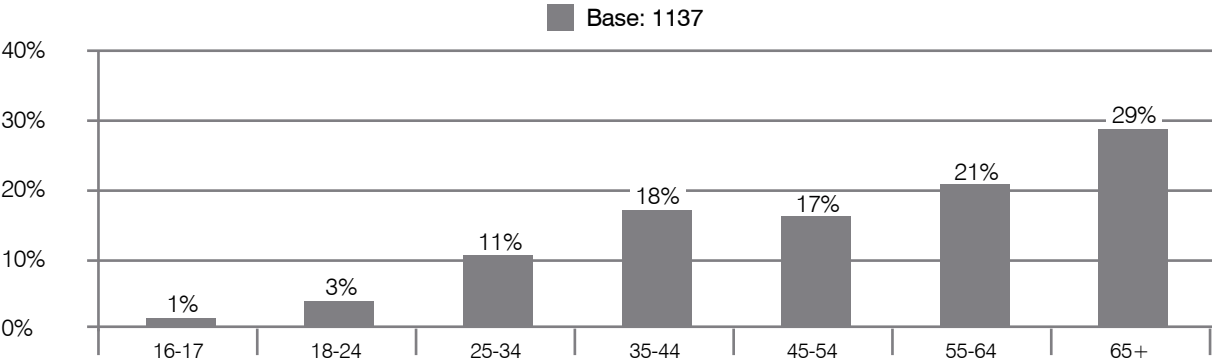
The majority of suggestions regarding new opening hours showed a preference for the options outlined in the questions; the library service will therefore adopt these.

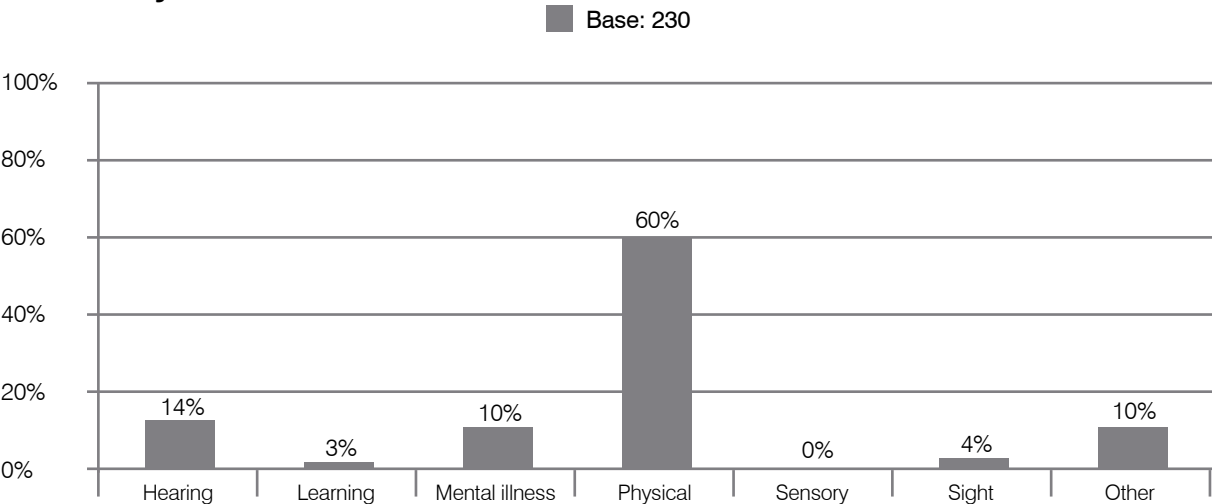## Some information about who took part in the consultation

Gender

Base: 1095

- Female: 64%
- Male: 36%

Age Range

Base: 1137

- 16-17: 1%
- 18-24: 3%
- 25-34: 11%
- 35-44: 18%
- 45-54: 17%
- 55-64: 21%
- 65+: 29%

Disability

Base: 230

- Hearing: 14%
- Learning: 3%
- Mental illness: 10%
- Physical: 60%
- Sensory: 0%
- Sight: 4%
- Other: 10%

Employment

Base: 1139

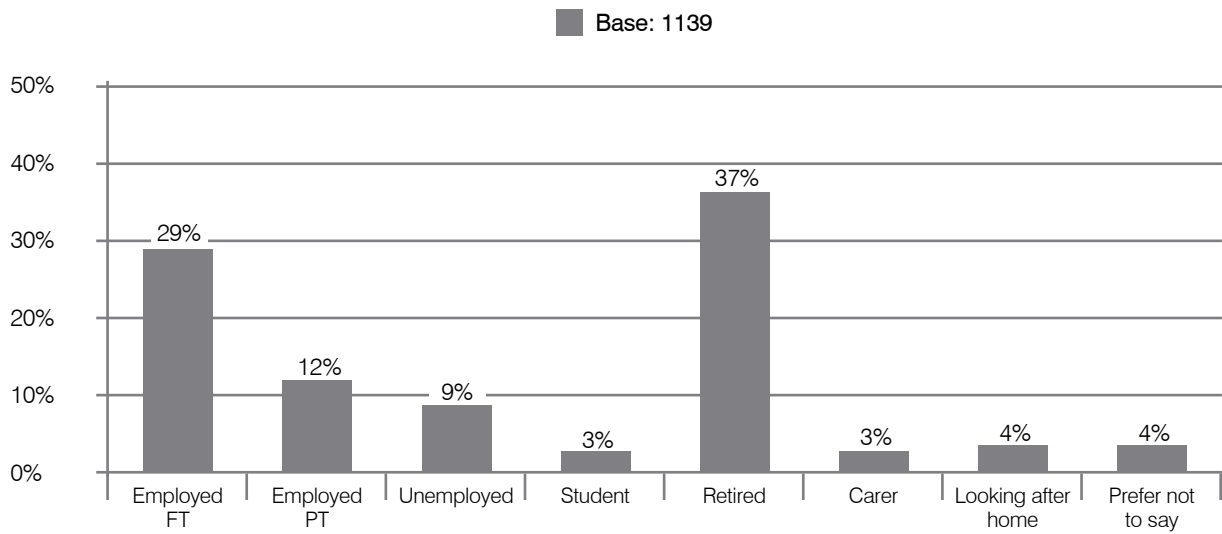| Category	Value
Employed FT	29%
Employed PT	12%
Unemployed	9%
Student	3%
Retired	37%
Carer	3%
Looking after home	4%
Prefer not to say	4%

New library opening hours based on customer feedback

	Airdrie, Coatbridge, Cumbernauld, Motherwell, Wishaw	Bellshill	Kilsyth	Abronhill, Chapelhall, Condorrat, New Stevenston, Newmains, Moodiesburn, Shotts, Stepps, Viewpark	Chryston, Cleland
Monday	9am-7pm	9am-5pm	9am-5pm	10am-5pm	10am-5pm
Tuesday	9am-7pm	9am-7pm	9am-5pm	10am-5pm	10am-5pm
Wednesday	9am-7pm	9am-5pm	9am-5pm	10am-5pm	10am-5pm
Thursday	9am-7pm	9am-7pm	2pm-7pm	2pm-7pm	2pm-7pm
Friday	9am-5pm	9am-5pm	9am-5pm	10am-5pm	10am-5pm
Saturday	10am-5pm	10am-5pm	10am-1pm	10am-1pm	CLOSED

This information can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

如果你需要用其他语言或者其他格式表示这些信息，请与我们联系以便讨论你的要求。

Jeżeli potrzebujesz tą informację w innym języku lub formacie, proszę, skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

اگر آپ کو دوسری زبان میں یہ معلومات درکار ہو تو براۓ مہربانی ہم سے مندرجہ ذیل پتہ پر رابطہ کریں

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