

**Equality impact assessment form**

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| Directorate  | People’s. |
| Service area | Integrated Disabled Childrens Service. |
| Proposal  | Budget 2023/2024 - Reduce staffing establishment by 1.0 FTE Draft due to consultation outcome . |
| Reason for proposal  | Derby City Council budget position. |
| Sign off (Director/Head of Service) | Suanne Lim, Andrew Kaiser |
| Date of assessment | 1st of December 2022. |

**Please read the support notes to help you in Appendix 1 before completing your assessment**

**The form**

You need to attach the completed form to any report to help councillors and colleagues make their decisions by taking equality implications into account.

**The assessment team or name of individual completing this form**

**Team leader’s name and job title** – Andrew Kaiser, Head of Specialist Services.

Other team members if appropriate

| **Name** | **Job title** | **Organisation**  | **Area of expertise** |
| --- | --- | --- | --- |
| Julie Maunder | Principal Service Manager | Integrated Disabled Childrens Service. | Youth Justice  |
| Equality Impact Assessment Panel made up of members of our Equality Employee Network and Access Hub | Various and community  | DCC and voluntary  | Equality and Diversity  |
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**Step 1- setting the scene**

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side- tracked.

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| 1. What are the main aims, objectives and purpose of the decision you want to make?
 | To assess the impact of proposed restructure changes to the establishment of the Integrated Disabled Childrens Service on the quality of service delivered to children, young people and families. |
| 1. Why do you need to make this decision?
 | Budget pressures for Derby City Council have impacted on all areas and as such services need to find savings to offset the budget pressures. |
| 1. Who delivers/will deliver the changed service/policy including any consultation on it and any outside organisations who deliver under procurement arrangements?
 | The service will continue to be delivered by the Integrated Disabled Childrens Service, but the work of those staff members effected through any consultation and subsequent restructuring will need to be absorbed within the remaining team. |
| 1. Who are the main customers, users, partners, colleagues or groups affected by this decision?
 | Staff members will be affected by this change as there will be the loss of 1.0 full time equivalent post within the service and work will need to be absorbed within the remaining staff group. Children, young people and families will also be affected by this decision, as workloads will increase in other areas of the service, such as the Early Help Team, who will delver some of the work that was previously delivered by the role effected by the proposed changes.  |

**Step 2 – collecting information and assessing impact**

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| 1. Who have you consulted and engaged with so far about this change, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.
 | Formal consultation with the staff group has yet to commence but this is planned for January 2023 and feedback will be responded to as this is received In line with the formal consultation process.Staff consultations will take place in staff members work location and there will be the offer of some staff members joining on a virtual basis where this is needed, to ensure that all are enabled to participate in the formal consultation process. |

1. Using the skills and knowledge in your assessment team or what you know yourself, and from any consultation you have done, what do you already know about the equality impact of the proposed change on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. Only fill in the mitigation box if you think the decision will have a negative impact and then you’ll need to explain how you are going to lessen the impact.

| **People with protected characteristics**  | **What do you already know?** | **Positive impact** | **Negative impact** | **Mitigation - what actions will you take to lessen impact?** |
| --- | --- | --- | --- | --- |
| **Age –** children aged 0-18 | This is not applicable to the proposals being made**.****Staff**We do know that despite the Equality Act older people still have difficulty getting jobs and it may have been a long time since they applied for jobs and attended interviews. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | Yes | We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire |
| **Disability –** the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties, people living with autism and people with physical impairments | All children accessing the service have assessed and diagnosed learning and/or physical impairments There is the risk of a negative impact of the changes due to the workload increasing for existing staff members/other teams within the service which lessens time (particularly in the Early Help team) for earlier help services to prevent escalation of risk for families. **Staff**We know that many disabled people struggle to get jobs and keep them, despite the Equality Act. Losing a job can be devasting, particularly when they work with supportive colleagues and have a range of reasonable adjustments in place. There is always the fear that the next employer may not be as understanding. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | YesYes | The Fieldwork Team would largely be unaffected as the caseload that was held by the postholder affected by these proposed changes will move into the Early Help Team. There will be some impact on the Early Help Team and the mitigation to offset this risk is ensuring that Early Help Assessments are used going forward to prioritise children and families with higher levels of need for a service. Cases moving into the Early Help Team (from the Fieldwork Team) will be those with lower-level needs and therefore, the impact should be lessened for these children and families.There will be regular supervision for staff within the Early Help Team to ensure that cases are discussed where risk could be escalating and there is a need for a quicker or more robust response to need. We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Disabled Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire. |
| **Gender identity-** trans and those people who don’t identify with a particular gender, for example, non-binary, genderfluid, genderqueer, polygender and those who are questioning their gender or non-gendered identity. | There are very few children and young people who enter the service who present with gender identity needs.,. But when we do, we will make sure their needs are met and seek advice from Mermaids and Derbyshire LGBT+.**Staff**We know that many trans people do face discrimination and harassment in employment despite the Equality Act and so applying for and being interviewed for new jobs can be a very anxious time for fear of this happening. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | YesYes | The service is also linking in with health colleagues to be part of a gender dysphoria working group. This will allow greater expertise to be brought back into the service and inform practice going forward.The service will link in with key groups to support children, young people and families where there are needs related to gender identity such as Derbyshire LGBT +.We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our LGBTQ+ and Allies Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire |
| **Marriage and Civil Partnership** | This is not applicable to the proposals being made.**Staff**Losing a job can often cause difficulties within relationships, but support is available and now our own employee assistant programme’s counselling service is available to partners in one household too. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. | Not applicable  | Not applicable Yes | Not applicable We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks.Our HR and recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire |
| **Pregnancy and maternity -** women who are pregnant or who have recently had a baby, including breast feeding mothers | There is only a very small number of children in the service where this is a factor. We know that disabled children who are pregnant may have more complications in dealing with their impairments and pregnancy and with a young baby.**Staff**Finding a new job when pregnant can be very challenging, despite the Equality Act. Not all employers are understanding about returning to work or in fact being pregnant Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | YesYes |  Extra support will be provided as required, recognising that as the pregnancy develops further this may affect mobility and other impairment issues.We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire |
| **Race -** the effects on minority ethnic communities, including newer communities, Gypsies and Travellers and the Roma community | This area could be affected as there is an over representation of certain minority ethnic communities in disability services. **Staff**We know that Black, Asian and Minority Ethnic people do still face discrimination and harassment in employment despite the Equality Act. Applying for new jobs and going through interviews can be additionally extremely stressful because of this and the fear of working with new colleagues. Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | YesYes | Teams within the service are well aware of trends in regards to ethnicity within the service and have a track record of delivering services that are ethnically and culturally appropriate.The Early Help and Fieldwork Teams link with teams and services who provide additional support for children from minority ethnic backgrounds such as the New Communities Achievement Team and the Multi-Faith Centre. These relationships will be refreshed to make sure there are mitigations in place to address the risks identified. We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Black, Asian and Minority Ethnic Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and People with protected characteristics. Our Skills Section offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire. We will still pursue the development of international relationships for Derby businesses through our strategic relationships with the likes of East Midlands Chamber of Commerce, Marketing Derby and D2N2 LEP. |
| **Religion or belief or none -** the effects on religious and cultural communities, customers and colleagues | There will be some impact in this area as the service user base is multi-religious/belief and the staffing reductions proposed could reduce time for research into heritage factors for children, young people and their families associated with their religion or belief. This could impact on the quality of the working relationship if staff do not understand cultural elements of a child, young person or families religious beliefs. This could potentially undermine the working relationship and inhibit more successful outcomes. **Staff**We know that people can face discrimination and harassment in employment because of their beliefs whether religious or not and so applying for new jobs and attending interviews can be very stressful for fear of working with different colleagues Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | YesYes | The service has an experienced diverse staff group who have worked with a multi religion/belief client group across many years and have developed knowledge of a range of religious beliefs. There are also regular staff meetings to ensure good practice is shared and there are also many training options delivered by the Children's Workforce Learning and Development Team to develop staff members understanding in this area.Children services also has a heritage pledge to ensure all staff are signed up to ensuring they meet children's needs related to their heritage and background and the Integrated Disabled Children’s Service is part of this.There is regular management oversight through 1 to 1 supervision for all frontline practitioners which can help to identify any heritage, religion or belief issues that could be impacting on the quality of the supervisory relationship with children, young people and families and put in place actions to improve this. This could include staff training or reflective discussions on why families may not be engaging with the supervisory process.The service has links with the multi faith centre to help share expertise where needed**.**We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire. |
| **Sex -** the effects on both men and women and boys and girls  | There is a mix of boys and girls who access the service and the same for parents. **Staff**Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document, which includes our Gender Pay Gap statistics. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024. |  | YesYes | No additional impact apart from a general negative impact of reducing a staff member from the team that will affect all users.We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our Employee Networks. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire |
| **Sexual orientation -** the effects on lesbians, gay men, bisexuals, pansexual, asexual and those questioning their sexuality | There are very few children and young people and parents who present as LGBTQ+ but when they do we take into account their needs in the service we deliver.**Staff**We know that people suffer discrimination and harassment in employment because of their sexuality. So, applying for a new job and attending interviews can be particularly stressful due to this fear and of working with new colleagues Our Race Equality Hub and our Employee Networks have worked with HR on our latest Equality at Work Employment Statistics document. They are now working on an action plan to complement our Equality, Diversity and Inclusion Plan 2021/2024 |  | YesYes | Where LGBTQ+ issues arise the service has a very experienced staff group who have worked with children, young people and families with a variety of sexual orientations previously and have developed knowledge pertaining to this. There are also regular staff meetings to ensure good practice is shared and there are also many training options delivered by the Children's Workforce Learning and Development Team to develop staff members understanding in this area.Children services also has a heritage pledge to ensure all staff are signed up to ensuring they meet children's needs related to their heritage and background and the Integrated Disabled Children’s Service is part of this.There is regular management oversight through 1 to 1 supervision for all frontline practitioners which can help to identify any heritage including sexual orientation issues that could be impacting on the quality of the supervisory relationship with children, young people and families. and put in place actions to improve this. This could include staff training or reflective discussions on why families may not be engaging with the supervisory process.The service will link in with key groups to support children, young people and families whether our needs related to sexual orientation such as Derbyshire LGBT +. We will provide as much support as we can to colleagues losing their jobs and in applying for new ones and going through the Redeployment Process. We have our employee assistance programme who can offer support and counselling, our Chaplaincy Service and our LGBTQ+ and Allies Employee Network. Our HR recruitment team can also offer interview and job application skills training. Help is also available from our Employment and Skills Section who offer a Derby Jobs Weekly of vacancies and support in and around Derby and Derbyshire |

**Important** - For any of the equality groups you don’t have any information about, then please contact our Lead on Equality and Diversity for help. You can also get lots of information on reports completed from organisations’ websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don’t put down that the impact affects ‘everyone the same’ – it never does!

**Step 3 – deciding on the outcome**

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

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| **Outcome 1** |  | **No major change needed** – the EIA hasn’t identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken |
| **Outcome 2** |  | **Adjust the proposal** to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified? |
| **Outcome 3** | **Yes** | **Continue the proposal** despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:* sufficient plans to stop or minimise the negative impact
* mitigating actions for any remaining negative impacts
* plans to monitor the actual impact.
 |
| **Outcome 4** |  | **Stop and rethink** the proposal when the EIA shows actual or potential unlawful discrimination |

Why did you come to this decision? Outcome 3.

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the proposal. You also need to make sure that there are actions in the Mitigation Box to lessen the effect of the negative impact. This is so important and may face a legal challenge in the future.

**Outcome 3** has been chosen as although there is the potential for some negative impact or missed opportunities, the proposed changes are relatively minimal and most of the service remains non impacted and will be able to deliver services for children, young people and families offsetting many if not all the risks that have been identified. This will be especially so where all mitigations that are already in place or can be put in place either continue to be implemented or will be implemented going forward.

Many of the risks are offset by having an experienced and very knowledgeable staff group who are very aware of equality, diversity and inclusion and these are also discussed regularly in team meetings and one to one supervision for frontline practitioners.

The service is part of broader groups such as SEND Senior Reviewing Officer meetings, or Dynamic Support Register Meetings where there is partnership work across the health and social care system to address need across the city and ensure access to additional services where needed.

The service performance manages and gathers data on disproportionality on a systematic basis to maintain oversight of themes and patterns around disproportionality. This helps to identify any issues which might include actions and or training/development for staff and managers.

The EIA Panel supported outcome 3 and commented…

* The workloads from these posts will be integrated and spread across the wider service team.
* The work here is quite focused on specific groups of children and young disabled people, ADHD, SEND and neurodiversity
* Any likely impacts will be mitigated, with the early help team being involved to support.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is so important that the equality impact assessment is done thoroughly, as this is what the Judge will consider

**Appendix 1**

**Equality impact assessment form– please read this section first before you do the assessment**

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact, you need to do an equality impact assessment whenever a decision is needed about our services and functions that affects people and **before** that decision is made. This also includes quick Covid 19 related decisions.

We use the term ‘policy’ as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories…

* Organisational policies and functions, such as recruitment, complaints procedures, re-structures.
* Key decisions such as allocating funding to voluntary organisations, budget setting.
* Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grants, on street parking bays.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality Duty** when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to complete them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have ‘**due regard’** to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a ‘**relevant protected characteristic’** and people who don’t. The nine protected characteristics are age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race religion and belief, sex and sexual orientation.

Having ‘due regard’ means:

* removing or minimising disadvantages suffered by people due to their protected characteristics
* taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people
* encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

This completed form should be attached to any Corporate Leadership, Senior Leadership, Cabinet or Personnel Committee report to help decision makers take the equality implications into account when they make the decision. Equality impact assessments **must be done before** decisions are made.

You’ll find that completing these assessments will help you to:

* understand your customers’ and communities needs
* develop service improvements
* improve service satisfaction
* demonstrate that you have been fair and open and considered equality when working on re-structuring
* make sure you pay due regard to the requirements of the Public Sector Equality Duty.

Unless this is a quick Covid 19 decision, don’t do the form by yourself. Get a small team together and make sure you include key people in the team such as representatives from our Equality Hubs and Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

You’ll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people will be negatively or positively affected. Then you’ll need to look at ways of lessening any negative effects or making the service more accessible – this is where your assessment team is very useful and you can also use the wider community. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

Remember, we need to complete these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010. If in doubt – it’s better and safer to do an Equality Impact Assessment than not to bother! You never know when we may get a legal challenge and someone applies for Judicial Review.

When you have completed the assessment, get it signed by your Head of Service or Service Director and **send it to our Lead on Equality and Diversity for checking and to publish on our website.** It is a public document so must not contain any jargon and must be easy to understand.

**Contact for help**

Ann Webster – Lead on Equality and Diversity

ann.webster@derby.gov.uk

Tel 01332 643722 mobile 07812301144

[Sign Language Service](https://www.derby.gov.uk/signing-service/)

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 643722, 07812301144** or **derby.gov.uk/signing-service/**

**Punjabi**

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 64XXXX** ਜਾਂ [**derby.gov.uk/signing-service/**](https://m365.eu.vadesecure.com/safeproxy/v4?f=cz0ZWu24j28Vl3BzVuSdCoMCDHCpL9JaioWisQGi8S3bCtXk5W_yq3A1dfyVYoVx&i=PzsE2Gw3YTbfFz6VRd0Fp7PxwveHyJEAnSRCrEBoAvjp2JnIw93iHpjapoZiIAzMglI-pzPfWmh3zAXeaCy-cA&k=eT2K&r=WEhxufS7rROOSKWC-Ni-ndX3MbR3jmgif-yU_rjLBEeXieKDl9GVjsBYwsEYj00cS2TOCi-p9sppx0CalkJbVw&s=276a2020258c8586ddb25bb54ee75c8fa638b7e241f542e2eb47998ae5359519&u=http%3A%2F%2Fwww.derby.gov.uk%2Fsigning-service%2F)

**Polish**

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 64XXXX** lub [**derby.gov.uk/signing-service/**](http://www.derby.gov.uk/signing-service/)

**Slovak**
Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 64XXXX** alebo na stránke [**derby.gov.uk/signing-service/**](http://www.derby.gov.uk/signing-service/)

**Urdu**

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **640000 01332**  یا **derby.gov.uk/signing-service/** پر ہم سے رابطہ کریں