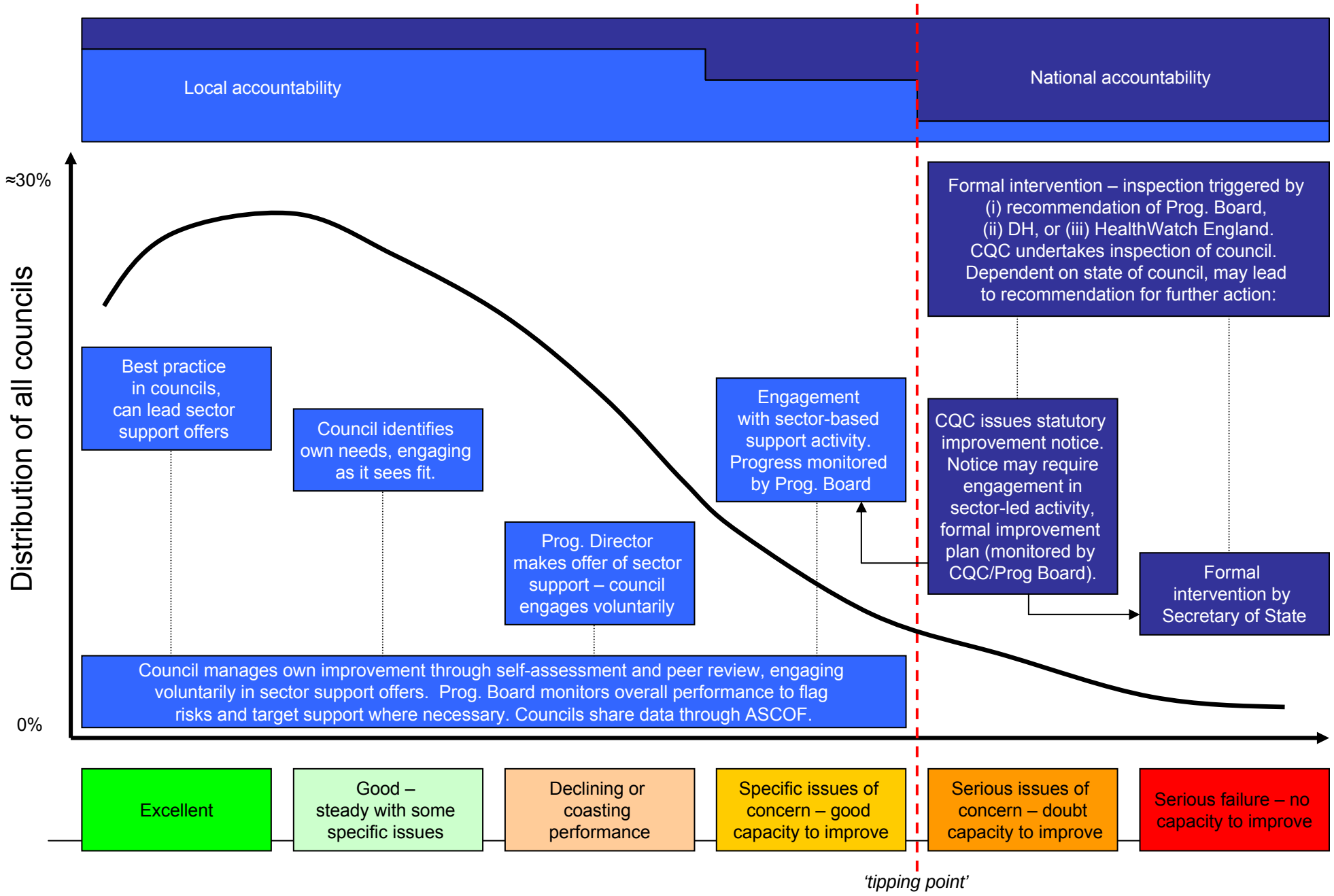
APPENDIX A

Promoting excellence in councils' adult social care – a model for accountability