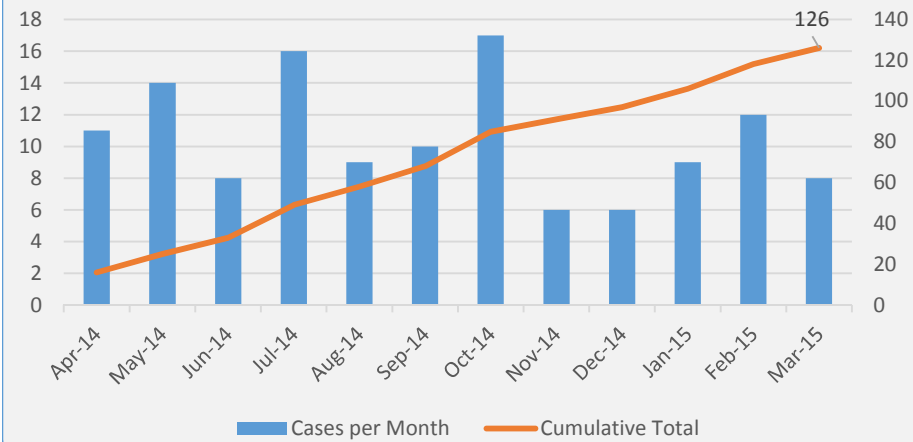
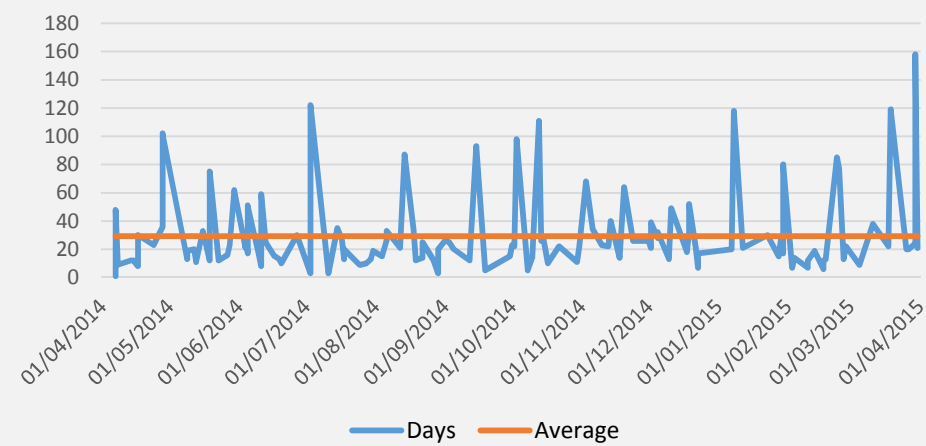


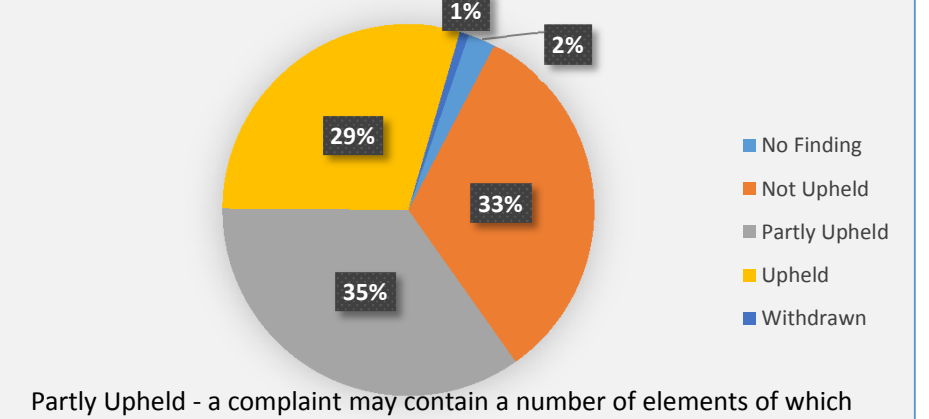
1. Adult Social Care - cases received 2014/15



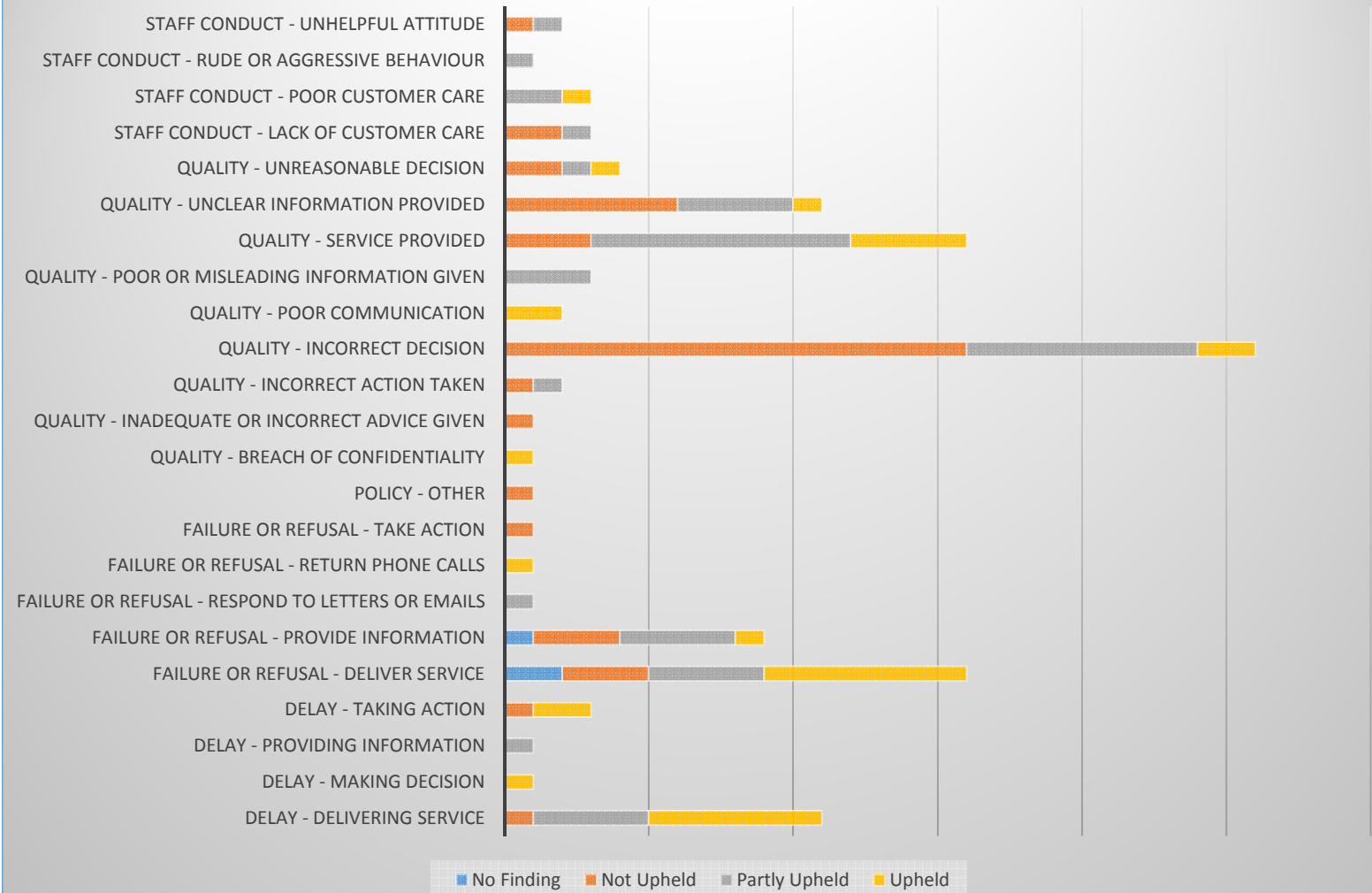
2. Days per Case to Close at Stage 1



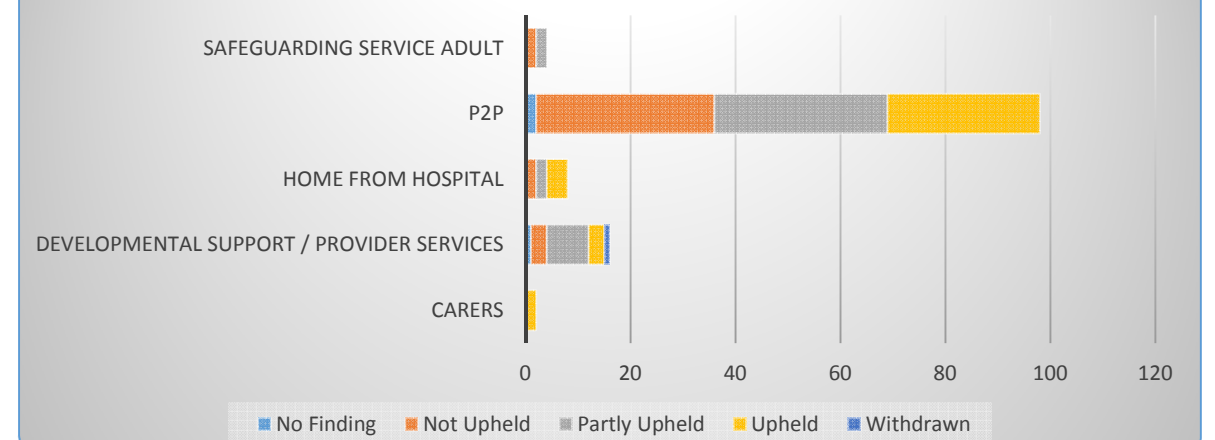
3. Outcome of Complaints at Stage 1



4. Cause of Complaint and Outcome



5. Outcomes by Team



6. Cases progressing to Stage 2 or LGO

