



West Devon  
Borough  
Council

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Date:

Dear Councillor

**WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 29TH OCTOBER, 2013**

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

**Agenda No    Item**

1.    **Agenda Letter (Pages 1 - 6)**

2.    **Reports**

Reports to O&S:

- a)    Item 6 - Monitoring of West Devon Community and Voluntary Services and Citizens Advice Bureau Service Level Agreements 2012/13 (Pages 7 - 46)
- b)    Item 7 - Impact of Welfare Reforms (Pages 47 - 54)
- c)    Item 8 - Ombudsman Update and Annual Letter (Pages 55 - 62)
- d)    Item 9 - Performance Indicators (Q4 2012/13 and Q1 2013/14) (Pages 63 - 82)
- e)    Item 10 - Update on Agency Staff (Pages 83 - 88)
- f)    Item 11 - Conclusion of the work of the Focus Review Working Group (Pages 89 - 92)

3.    **Minutes (Pages 93 - 100)**

Yours sincerely

Darryl White  
Senior Specialist – Democratic Services  
Encs