

Report from District Councillor D Davis.

Delivering a high standard customer service is part of my cabinet role and I'm delighted that we are to implement a new response policy. Customers will get an initial reply to their enquiry within 24 hours, even if it just to acknowledge receipt. A fuller answer if necessary will be supplied within five working days. If the issue is more complex and needs more time to response, the customer will be informed.

By a vote of 26-8 with one abstention Babergh District Council voted to pass an increase in councillors' allowances by a minimum of 25% for ward councillors, more for those with special responsibilities, such as cabinet, or planning committee members. They will come into effect as from May, although the independent panel recommended it should be back dated to 2017. Some of us didn't want it approved, but if it was, not until 2019 after the next election. You can find the actual figures on the Babergh website.

I'm happy to respond to any questions by email.

Derek Davis
Babergh District Councillor
Cabinet member for Organisational Delivery
Berners ward (Shotley, Erwarton, Chelmondiston, Woolverstone and Freston)
01473 787375 or 07824167196