

Introduction

The aim of this short paper is to outline what the 'you ask. We answer' issues log is, and what we require from our LSP partners in order for it to be effective.

The 'You ask. We answer' issues log has been produced by the Community Involvement Board as a means for the Third Sector to get responses to issues and questions in an accountable and timely fashion. The issues log is aimed at voluntary, community and faith sector groups and not the general public and individuals.

From the recent survey results Thurrock finished bottom nationally on the NI7 'Thriving Third sector' indicator; which in practical terms means the relationship between third sector organisation's and the local authorities are weak. The issues log aims to help bridge the gap between the sectors, by creating a accountable and performance manageable way of communicating.

How it will work

The CIB manager will co-ordinate the receipt and response to the issues log and will performance manage the response rate and issue resolution from the LSP partners. The CIB will also act as a filter for the issues log, to ensure the log is only used for third sector issues and not as a public complaint channel.

Once received the CIB manager will pass the issue onto the relevant block lead who will respond to the issue. Once the response is made this will be passed back to the CIB manager to feedback to the third sector group. The Programme Board managers will have a role in facilitating this process.

The diagram below demonstrates the process of the issues log. All stages (1,2,3,4) will be performance managed by the CIB.

