

**Appendix 3: Summary of information requested and major action points arising from the Middlesbrough Independent Improvement Advisory Board (MIIAB) August meeting**

<b>Information requests</b>
Information on the impact of outreach work undertaken as part of the delivery of the People Strategy to encourage more people to apply for jobs with the Council.
The Board asked for a breakdown of the reasons behind the increase in use of agency staffing.

<b>Major comments / action points</b>
Support for a wider set of KPIs to measure the impact of the Member Development Strategy – they are already in place, however only one of them is reported to the Board as a summary of progress.
The Board thanked all involved in the delivery of the refreshed approach to management of Member enquiries.
The Board asked for a proposal from officers to better integrate performance, finance and risk reporting.
The Board recommended that the Council embed promotion of benefits that will be achieved through transformation within its communications plans.