

ENVIRONMENT, INFRASTRUCTURE AND ECONOMIC DEVELOPMENT COMMITTEE

OUTSTANDING BUSINESS STATEMENT (OBS)

(23/256)

Please note that this statement sets out outstanding decisions of this committee along with an update and estimated completion date. Actions which are overdue are shaded for ease of reference. Where an update reflects that an action is complete then the Committee's agreement will be sought to its removal from the OBS.

No	Minute Reference	Subject Title	Outstanding Action	Update	Lead Officer /Service	Action Due / Complete	Action Expected
11.	31 May 2023 Item 6	Communities Service Annual Performance Report 2022/23	Provide details on customer satisfaction rates with Libraries and whether the rate can be sustained or improved upon.	Email provided detailing 95% satisfaction rate which is above the Scottish average, with satisfaction levels generally being around this mark for the last 10 years.	Fiona Robertson	COMPLETE	20 September 2023
12.	31 May 2023 Item 6	Communities Service Annual Performance Report 2022/23	Provide details on the 2022/23 target for in-person and online use of libraries.	Email provided advising of slight error in relevant section of the APR (Page 15). The target for in-person and online use was 1,035,000 and actual was 1,280,912. Target for 2023/24 taking 22/23 performance into account is 1,400,000. Report was amended to reflect this error.	Fiona Roberson	COMPLETE	20 September 2023