



Scottish Government
Riaghaltas na h-Alba
gov.scot

All figures are from April
2023 to March 2024

265,295
submissions were made
via eDevelopment.scot
this year including
82,031 via ePlanning &
183,264 via eBStds

Over
1.75 million
submissions have been made
through the eDevelopment
service since launch in 2016

Online submissions in the
last year included
34,312 fee-payable
applications submitted
via ePlanning and
48,122 via eBStds

0 unplanned service
outages occurred in
2022/23

We estimate that over
90%
of all KPI Planning and BStds
submissions submitted in
Scotland in 2023/24 were
submitted online through
eDevelopment

On average, around **5,200**
users accessed the
eDevelopment service each
week in this year.
This peaked at over **6,000**
users in a single week in late
August 2023.

Our Support Desk helped
around
1,500
customers last year by phone,
twitter, and email

33%
of planning applications were
considered to be 'valid' upon
receipt by planning authorities
in the first half of 2023/24.

over **52,000**
customers are registered on
the eDevelopment service

We estimate that around
92%
of ePlanning and eBStds
submissions were
automatically picked up by
local & planning authority
connectors in this year

The Top 5 issues raised
with our Support Desk
were:

1. Account issues (33%)
2. Application/proposals and form queries (26%)
3. General enquiry - L&PA (12%)
4. Fee paid but application not submitted (5%)
5. PSAD/ASD (4%)

83% of all planning
applications and appeals
submitted were validated by
planning authorities during the
first half of the year.

13 successful
improvements,
update and bug fix
releases were
released in the last
year

0 ticket relating to the
service remains open
with IT Support

Around
45%
of all ePlanning and eBStds
submissions made via the
eDevelopment service in this
quarter were additional
supporting documents

What did we achieve in 2023/24?

The key highlights of the past year include:

- Delivery of 12 server updates and 1 bug fix update.
- Completed two Health Checks of the current service in September 2023 and February 2024.
- We delivered two webinars to local and planning authority partners on developments for the eDevelopment service.
- Supported the Pay workstream.
- Started the procurement process for support, maintenance and development support for the service for the next 3+ years (Update: This is in the final stages of procurement and is expected to be awarded in the coming weeks).
- The eDevelopment Operations Team (formerly the Live Services team) moved to the SG Digital Directorate.

What are our priorities for 2024 – 2026?

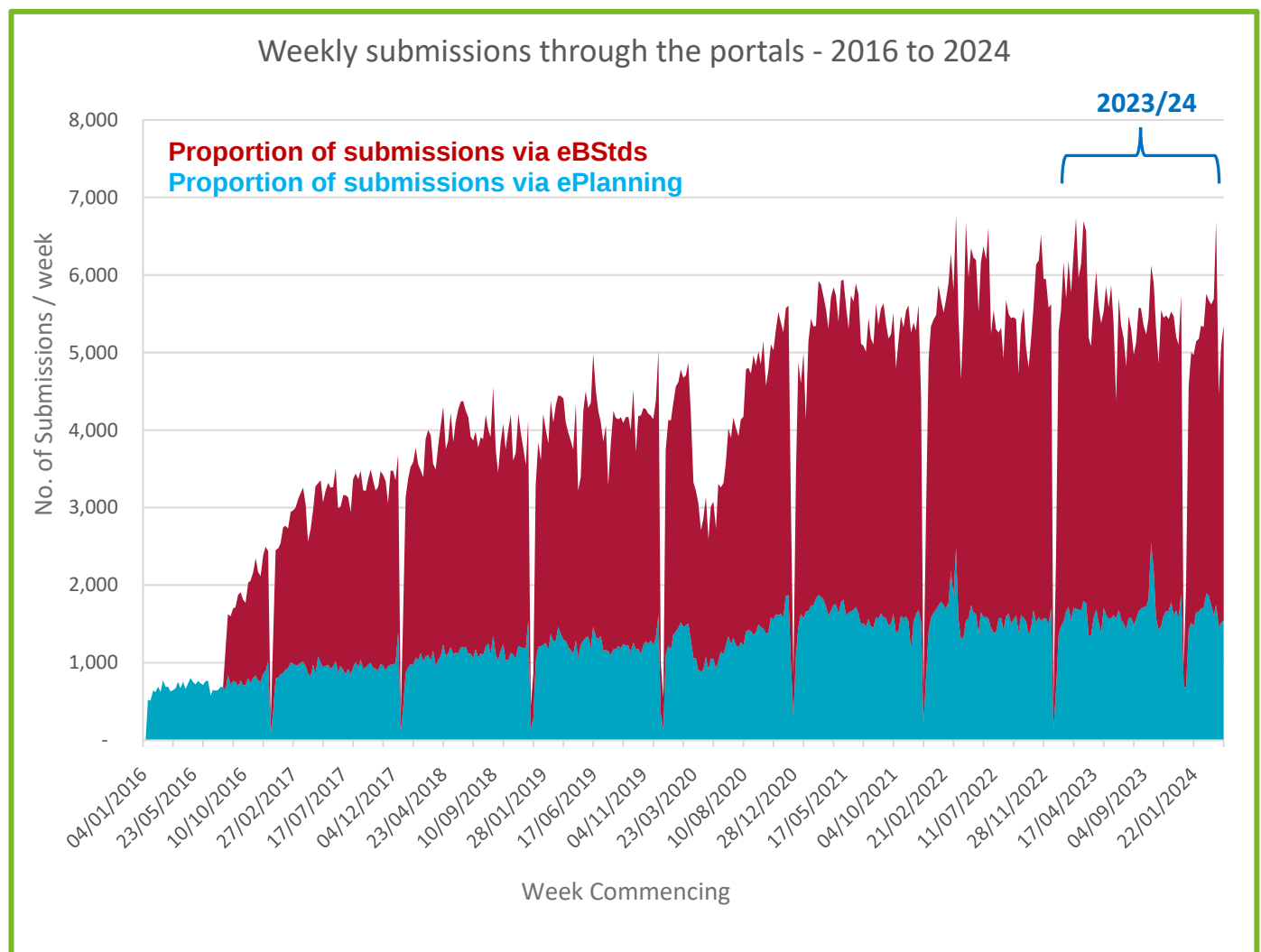
The following activities relating to the [eDevelopment](#) service are currently scheduled for 2024/25 and 2025/26:

- **Developments:**
 - Development Q1 – Updates to the eBStds fee calculator to reflect the 1st phase of changes in Scottish BStds fees. Expected for release in mid-May 2024.
 - Development R – Migration of the current eDevelopment service from the SG Data Centre to an SG cloud platform, and associated security updates – proposed for mid-2024.
 - Development S – Development of a new single, central payment system to private beta and integration with Idox connectors and the current eDevelopment service – planned in mid to late-2024.
 - Development Q1 – Implementing fixes to the ePlanning fee calculator. Planned for late 2024.
 - Development T – Updating the ePlanning portal to reflect changes in Prior Notification / Prior Approval forms – Planned for 2025.
 - Development U – Updates to the eBStds fee calculator to reflect the 2nd phase of changes in Scottish BStds fees. Planned for March / April 2025.
 - Development V – Changes associated with improving efficiency of the current service. The efficiency project is expected to start in mid-2024 and a release is planned for late 2024 / early 2025.
 - Development W – Updates to the eBStds fee calculator to reflect the 3rd phase of changes in Scottish BStds fees. Planned for March / April 2026.
- **Service updates:**
 - ePlanning updates – Placement of new Prior Notification / Prior Approval pdf forms on the service – Planned for May 2024.

- Support and Maintenance releases – update to Google Analytics code in the service – planned for mid-2024.
- Monthly server updates.

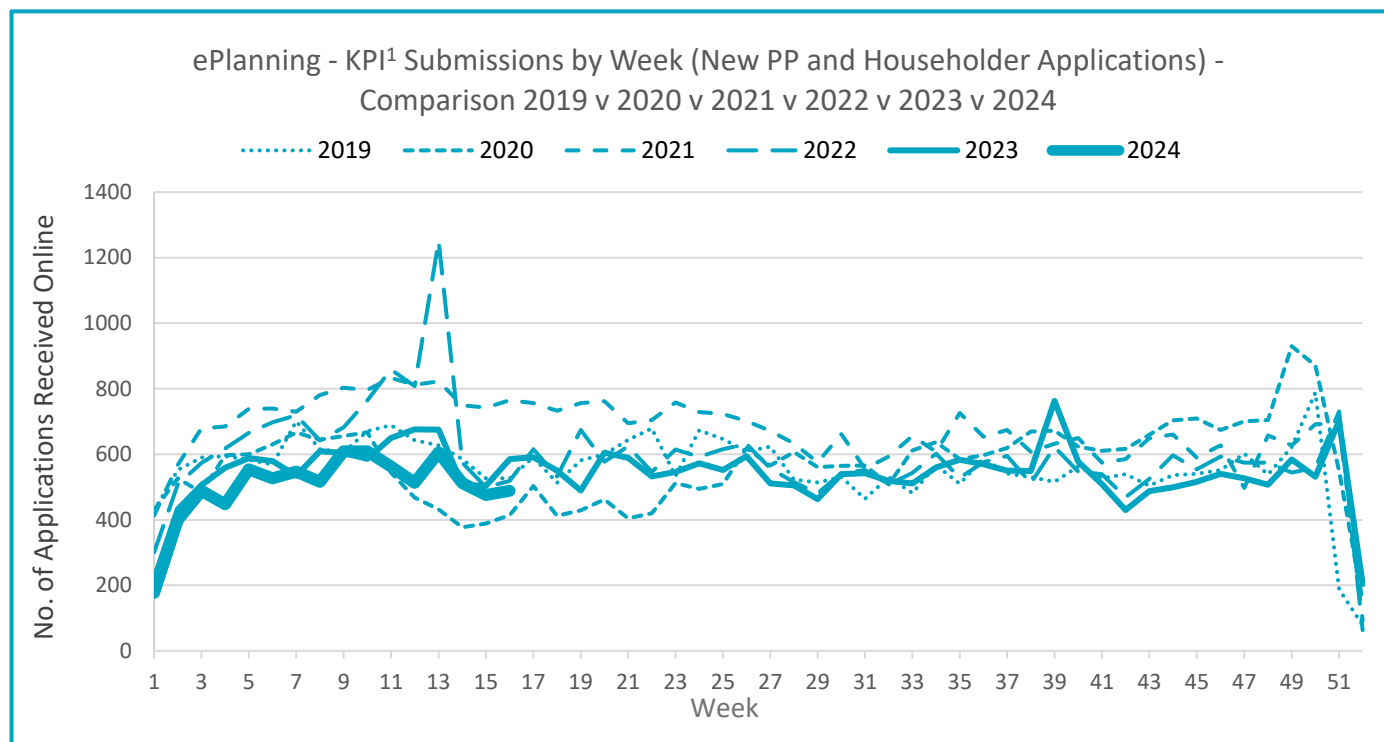
Service Performance KPIs

eDevelopment Submissions – Total number of submissions made each week through the ePlanning and eBStds portals since launch in 2016



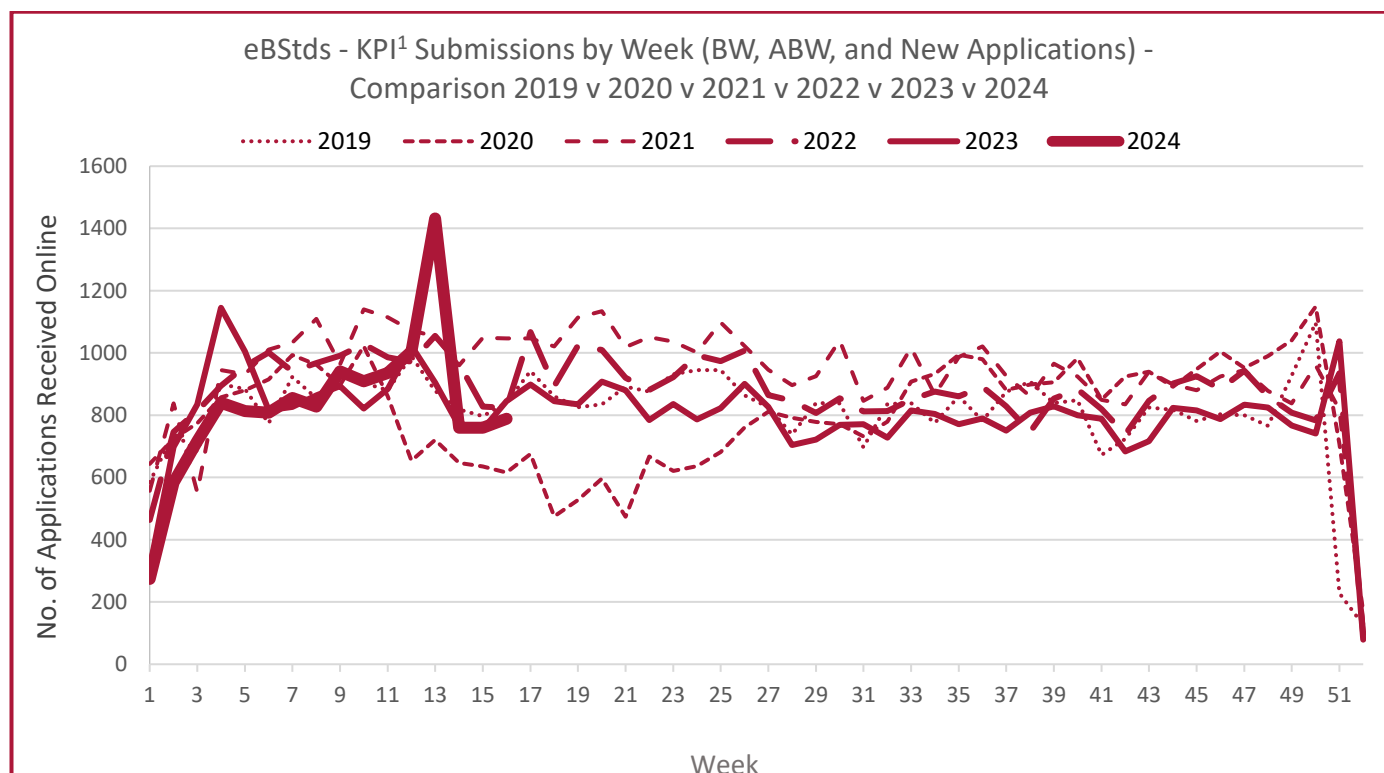
Note: Figures correct as of 01/04/2024.

Trends – Comparison of KPI¹ Submissions for ePlanning by Week – 2019 to 2024



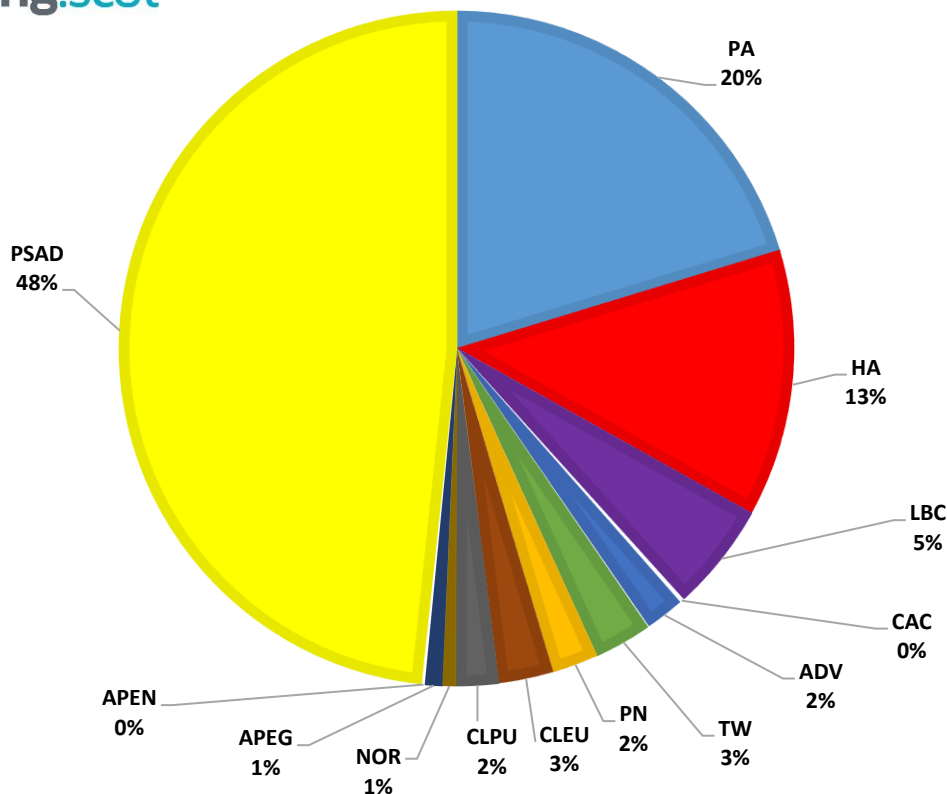
Note: Figures follow the calendar year from Jan – Dec. Figures correct as of 01/04/2024.

eBStds Trends – Comparison of KPI¹ Submissions for eBStds – 2019 to 2024



Note: Figures follow the calendar year from Jan – Dec. Figures correct as of 01/04/2024

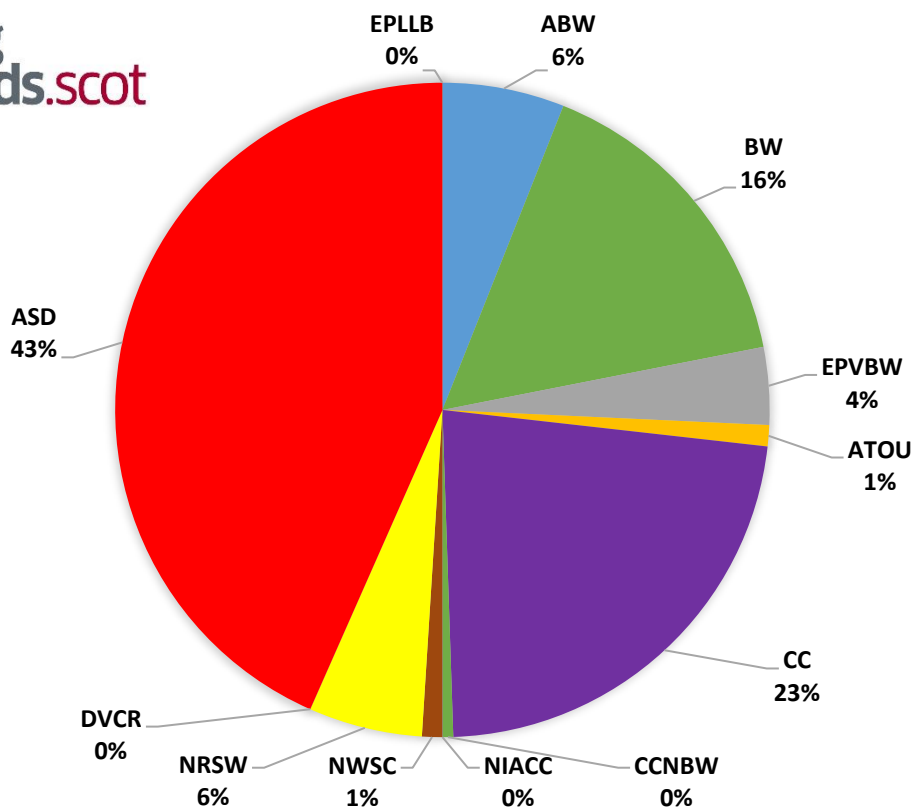
Submissions – Breakdown of all submissions made online via ePlanning in 2023/24

Breakdown of ePlanning submissions in 2023/24		No.	%
ADV	Advertisement Consent	1,531	2.0%
APEG	Appeals against Refusals and Other Decisions	669	1.0%
APEN	Appeals Notice	142	0.2%
CAC	Conservation Area Consent	206	0.3%
CLEU	Certificate of Lawfulness – Existing Use	2,153	2.6%
CLPU	Certificate of Lawfulness – Proposed Use	1,649	2.0%
HA	Householder Application	10,488	12.8%
LBC	Listed Building Consent	4,257	5.2%
NOR	Notice of Review	530	0.6%
PA	Planning Application	16,664	20.3%
PN	Prior Notification	1,827	2.2%
PSAD	Post Submission Additional Documents	39,637	48.3%
TW	Tree Works	2,278	2.8%
TOTAL		82,031	100%

Note: Figures exclude Document Exchange submissions. Figures correct as of 01/04/2024

Submissions – Breakdown of all submissions made online via eBStds in 2023/24



Breakdown of eBStds submissions in 2023/24		No.	%
ABW	Application for Amendment to Building Warrant	11,048	6.0%
ASD	Additional Supporting Documents	79,486	43.0%
ATOU	Application for Temporary Occupation or Use	1,916	1.0%
BW	Building Warrant	29,106	16.0%
CC	Completion Certificate	41,579	23.0%
CCNBW	Completion Certificate Where No Building Warrant Obtained Submission	955	1.0%
DVCR	Application for Discharge or Variation of a Continuing Requirement	11	<0.1%
EPLLB	Application to Extend Period of Use of Life Limited Building	9	<0.1%
EPVWB	Application to Extend Period of Validity of Building Warrant	7,013	4.0%
NIACC	Notice of Intention to Use an Approved Certifier of Construction	23	<0.1%
NRSW	Notice Regarding Start of Work	10,288	6.0%
NWSC	Notice of work Stages Complete	1,830	1.0%
	TOTAL	183,264	100%

Note: Figures exclude Document Exchange events. Total Figures correct as of 01/04/2024.

Online Submissions – Breakdown of submissions made via ePlanning and eBStds in 2023/24 by Authority

Authority	ePlanning			eBStds		
	Total Online Submissions (A)	Online PSADs (B)	Total Online Applications (A-B)	Total Online Submissions (C)	Online ASDs (D)	Total Online Applications (C-D)
Aberdeen City	2,578	1,222	1,356	5,759	2,328	3,431
Aberdeenshire	5,943	3,661	2,282	10,432	4,451	5,981
Angus	1,228	417	811	3,863	1,842	2,021
Argyll and Bute	2,712	1,338	1,374	4,685	2,012	2,673
Cairngorms NP	0	0	0	0	0	0
City of Edinburgh	10,205	2,788	7,417	26,927	11,983	14,944
Clackmannanshire	497	226	271	894	441	453
Comhairle nan Eilean Siar	409	71	338	366	59	307
DPEA	649	242	407	0	0	0
Dumfries and Galloway	3,395	1,876	1,519	4,977	1,381	3,596
Dundee City	1,081	272	809	4,284	1,829	2,455
East Ayrshire	1,388	688	700	3,120	1,180	1,940
East Dunbartonshire	1,341	625	716	4,254	1,833	2,421
East Lothian	3,833	2,341	1,492	2,956	1,385	1,571
East Renfrewshire	1,401	669	732	4,174	1,683	2,491
Falkirk	767	174	593	3,587	1,690	1,897
Fife	5,538	2,843	2,695	13,746	5,732	8,014
Glasgow City	5,689	2,816	2,873	15,110	5,960	9,150
Highland	8,901	5,703	3,198	11,218	4,672	6,546
Inverclyde	642	258	384	1,612	760	852
LL&T NP	640	265	375	0	0	0
Midlothian	1,328	623	705	3,297	1,697	1,600
Moray	2,568	1,626	942	3,665	1,730	1,935
North Ayrshire	853	265	588	3,135	1,359	1,776
North Lanarkshire	2,330	1,344	986	9,412	4,089	5,323
Orkney Islands	605	213	392	745	389	356
Perth and Kinross	4,576	2,503	2,073	5,789	2,595	3,194
Renfrewshire	1,024	337	687	5,308	2,394	2,914
Scottish Borders	2,255	974	1,281	5,627	3,034	2,593
Shetland Islands	427	167	260	655	375	280
South Ayrshire	1,120	297	823	4,807	1,794	3,013
South Lanarkshire	2,449	965	1,484	6,496	2,487	4,009
Stirling	1,448	658	790	4,908	2,742	2,166
West Dunbartonshire	623	377	246	2,103	872	1,231
West Lothian	1,588	793	795	5,353	2,708	2,645
TOTAL	82,031	39,637	42,394	183,264	79,486	103,778

Note: Figures correct as of 01/05/2024.