

254,508

submissions were made via eDevelopment.scot in 24/25 including 77,331 via ePlanning & 177,177 via eBStds

We estimate that up to

95%

of all planning submissions & up to

90%

of all BStds forms submitted in Scotland in 2022/23 were submitted online through eDevelopment

Around **52,000**

customers are registered on the eDevelopment service

23

successful improvements, server updates and bug fix releases were released in 24/25.

Over

2.08 million

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

On average, around 5,300 users accessed the eDevelopment service each week in this quarter.

This peaked at over 5,600 users in a single week in early May 2023.

We estimate that around

92%

of ePlanning and eBStds submissions were automatically picked up by local & planning authority connectors in this quarter

0

tickets relating to the service remain open with IT Support

Online submissions in 24/25 included **30,364** fee-payable applications submitted via ePlanning and **46,260** via eBStds for an estimated fee value of **£72.8 million**

Our Support Desk received and resolved

1,698

queries from customers in 2024 by phone, twitter, and email; equating to around

32

queries / week

The Top 5 issues raised with the Support Desk in the last year were:

1. Account issues (32.3%)
2. Application/proposals and form queries (24.5%)
3. General enquiry for local and planning authorities (9.5%)
4. Paid fee but application not submitted (4.4%)
5. Service failures or outages (3.8%)

eDevelopment.scot

All figures are correct as of 1st April 2025

3

unplanned service outages occurred in the last year

We made

81

tweets on twitter (@eDevelopmentSG) in 2024/25 and had over

6,100

views during that period

Around

47.4%

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



Scottish Government
Riaghaltas na h-Alba
gov.scot

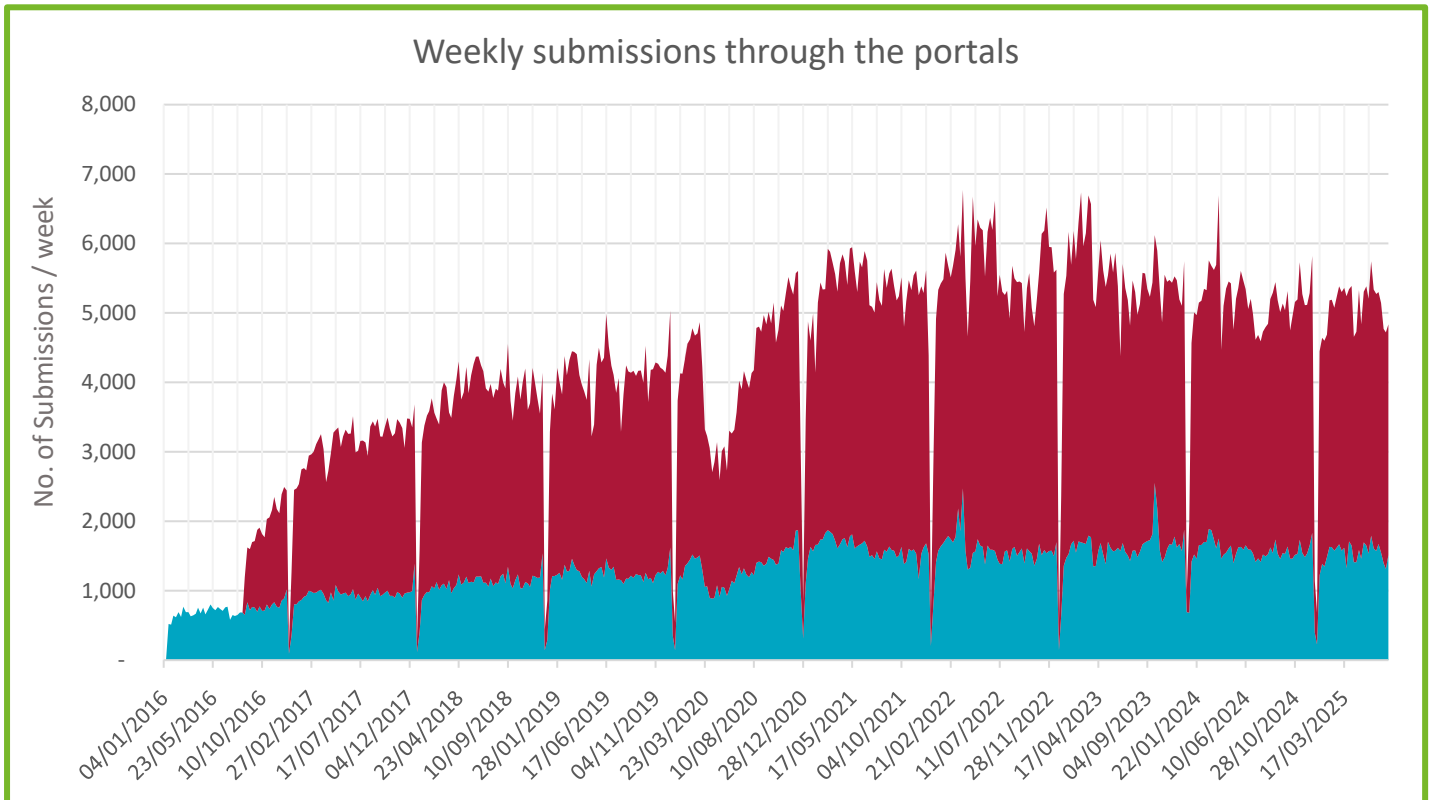


Digital
Scotland

Full Year 2024/25

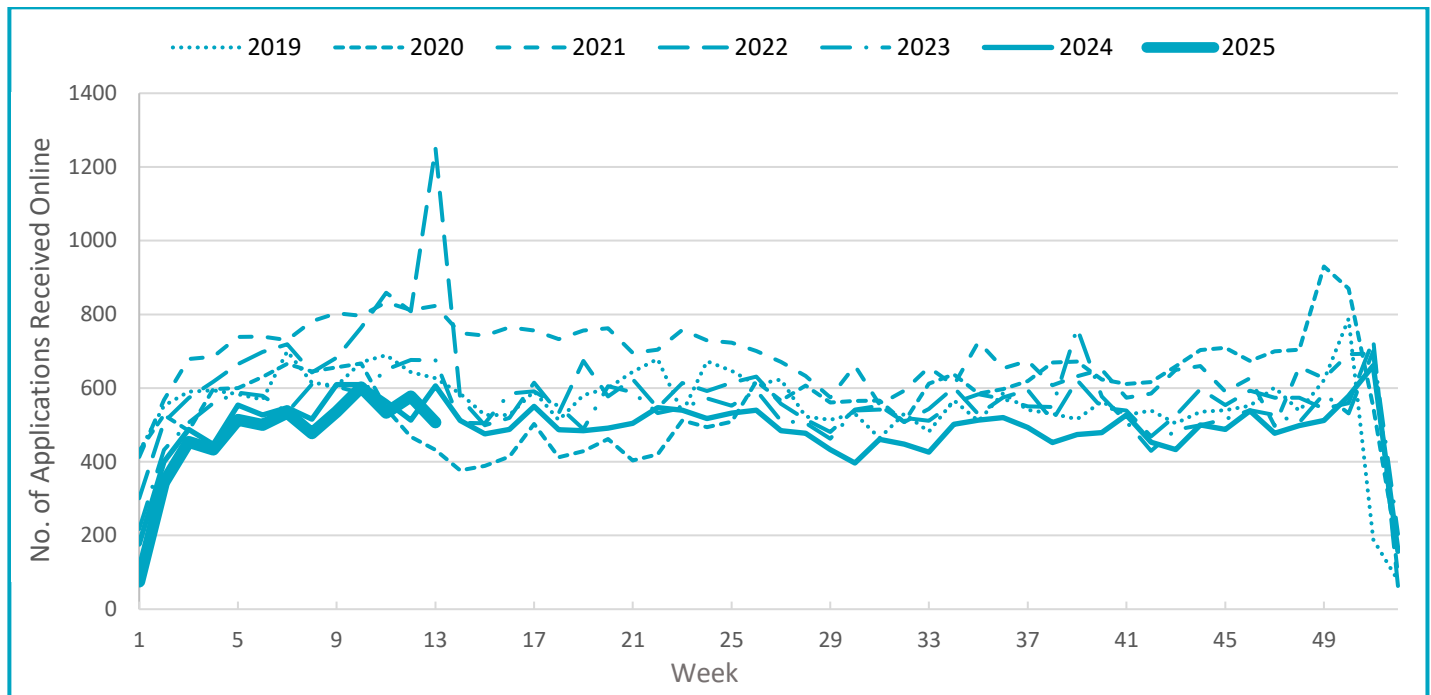
Service Performance KPIs

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



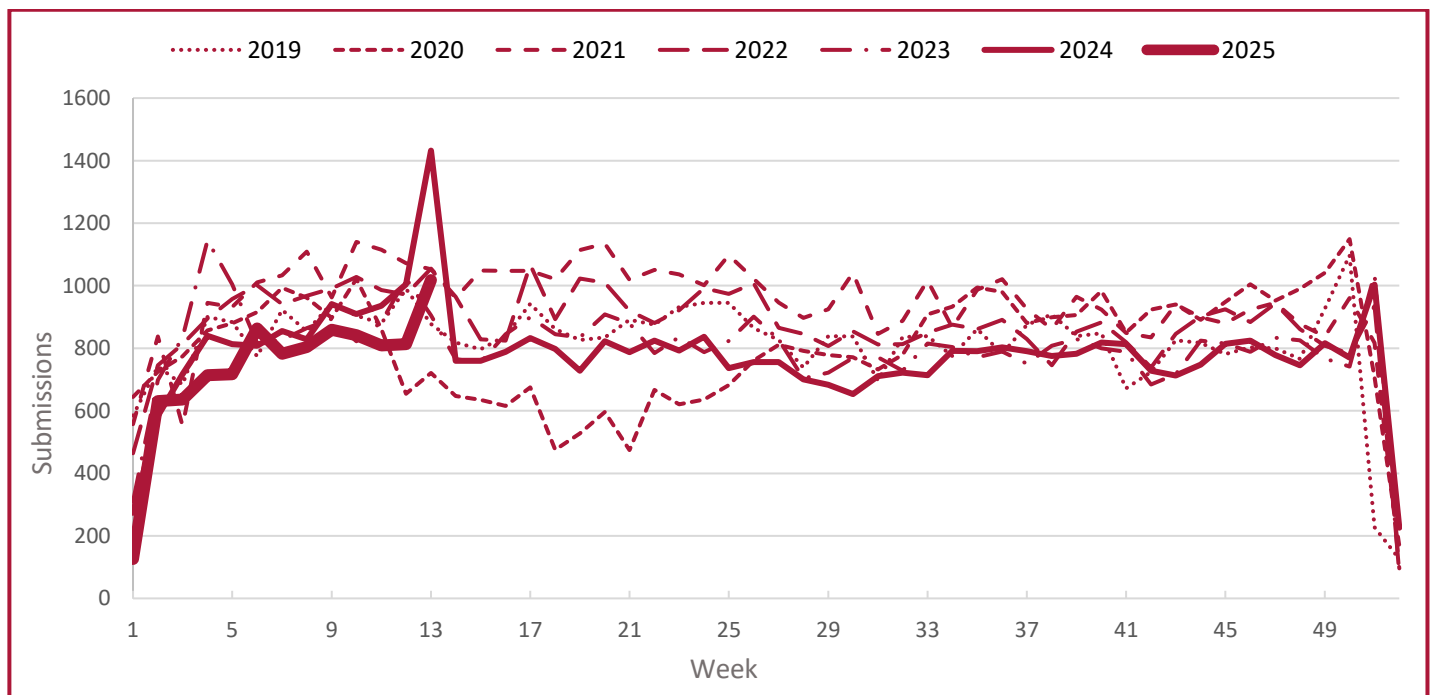
Note: Figures correct as of 01/04/2025.

ePlanning Trends – Comparison of KPI¹ Submissions for ePlanning by Week (New Planning Applications) for Period from 2020 to 2025



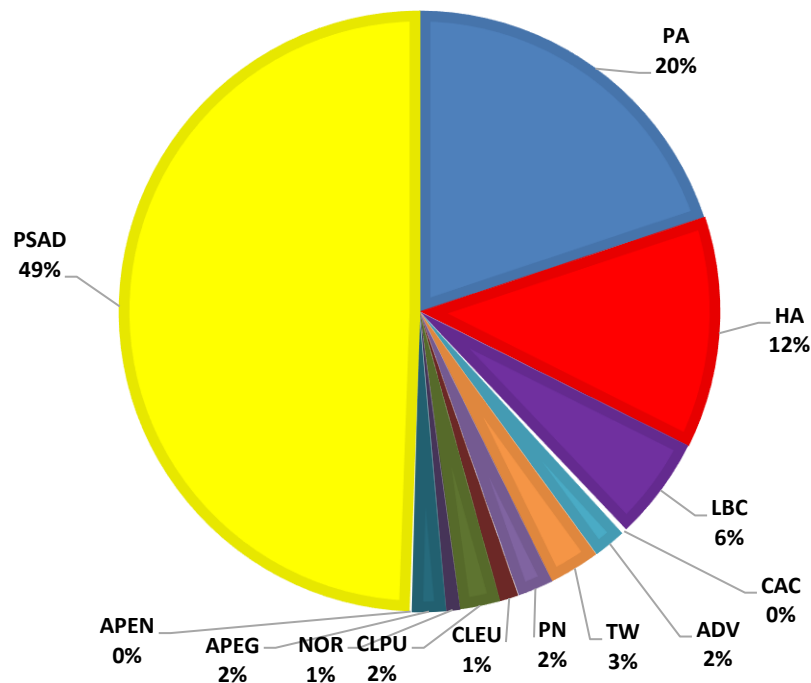
Note: ¹ KPI = New applications including Planning Permission applications (PA) and Householder applications (HA). Figures correct as of 01/04/25.

eBStds Trends – Comparison of KPI¹ Submissions for eBStds (New Applications) by Week for Period from 2020 to 2025



Note: ² KPI = New applications including Building Warrant (BW), Amendment to Building Warrant (ABW), and Complete Certificate Where No Building Warrant Was Obtained (CCNBW) Applications. Figures correct as of 01/04/25

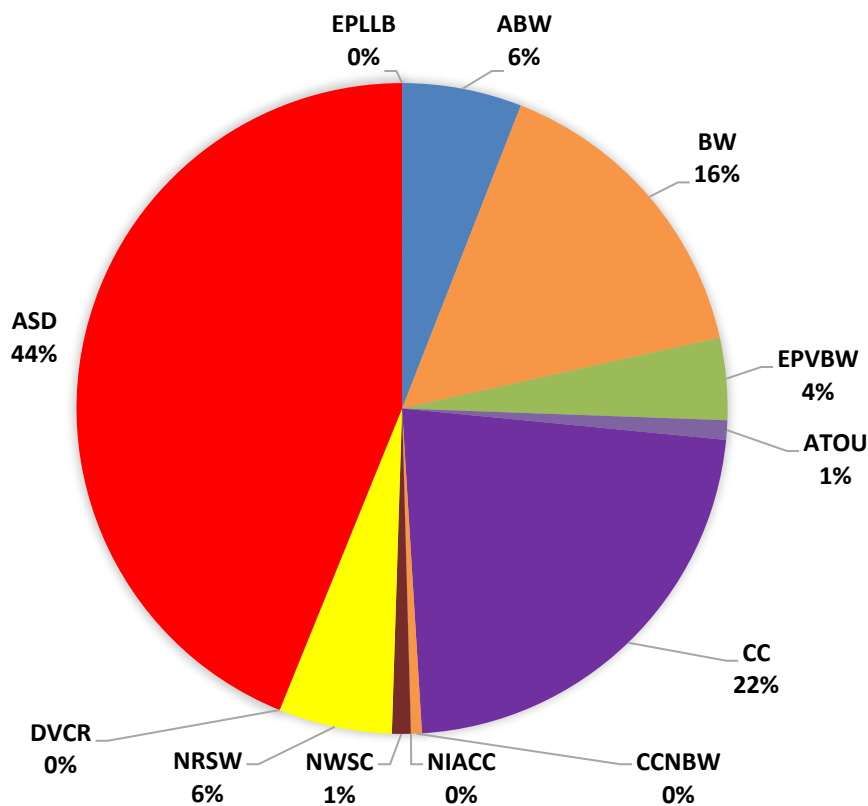
ePlanning Submissions – Breakdown of all submissions made via ePlanning in 2024/25



Breakdown of ePlanning submissions in 2024/25		
ADV	Advertisement Consent	1,365
APEG	Appeals against Refusals and Other Decisions	1,357
APEN	Appeals Notice	141
CAC	Conservation Area Consent	202
CLEU	Certificate of Lawfulness – Existing Use	802
CLPU	Certificate of Lawfulness – Proposed Use	1,680
HA	Householder Application	9,626
LBC	Listed Building Consent	4,303
NOR	Notice of Review	589
PA	Planning Application	15,406
PN	Prior Notification	1,485
PSAD	Post Submission Additional Documents	38,227
TW	Tree Works	2,148
TOTAL		77,331

Note: Figures correct as of 01/04/2025

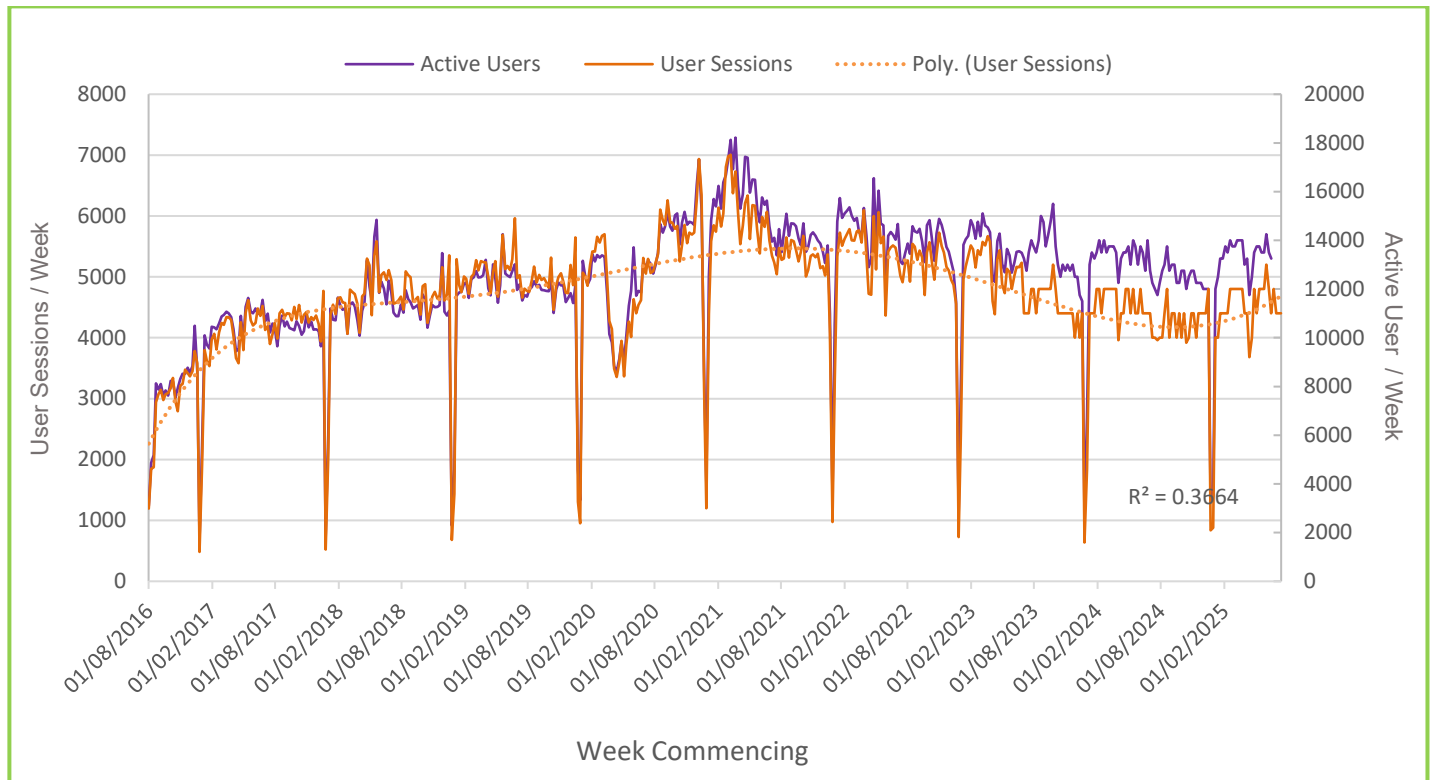
eBStds Submissions – Breakdown of all submissions made via eBStds in 2024/25



Breakdown of eBStds submissions in 2024/25		
ABW	Application for Amendment to Building Warrant	10,533
ASD	Additional Supporting Documents	77,701
ATOU	Application for Temporary Occupation or Use	1,705
BW	Building Warrant	27,574
CC	Completion Certificate	39,845
CCNBW	Completion Certificate Where No Building Warrant Obtained Submission	946
DVCR	Application for Discharge or Variation of a Continuing Requirement	9
EPLLB	Application to Extend Period of Use of Life Limited Building	6
EPVWB	Application to Extend Period of Validity of Building Warrant	7,207
NIACC	Notice of Intention to Use an Approved Certifier of Construction	21
NRSW	Notice Regarding Start of Work	9,985
NWSC	Notice of work Stages Complete	1,645
TOTAL		177,177

Note: Figures correct as of 01/04/2025

Site Activity – Number of users accessing the eDevelopment site each week since launch of the service in 2016



Note: Figures correct as of 01/04/2025.

User Numbers – Number of registered users of the service



Note: Figures correct as of 01/04/2025

Annex 1 – Application Data for Authorities (2024/25)

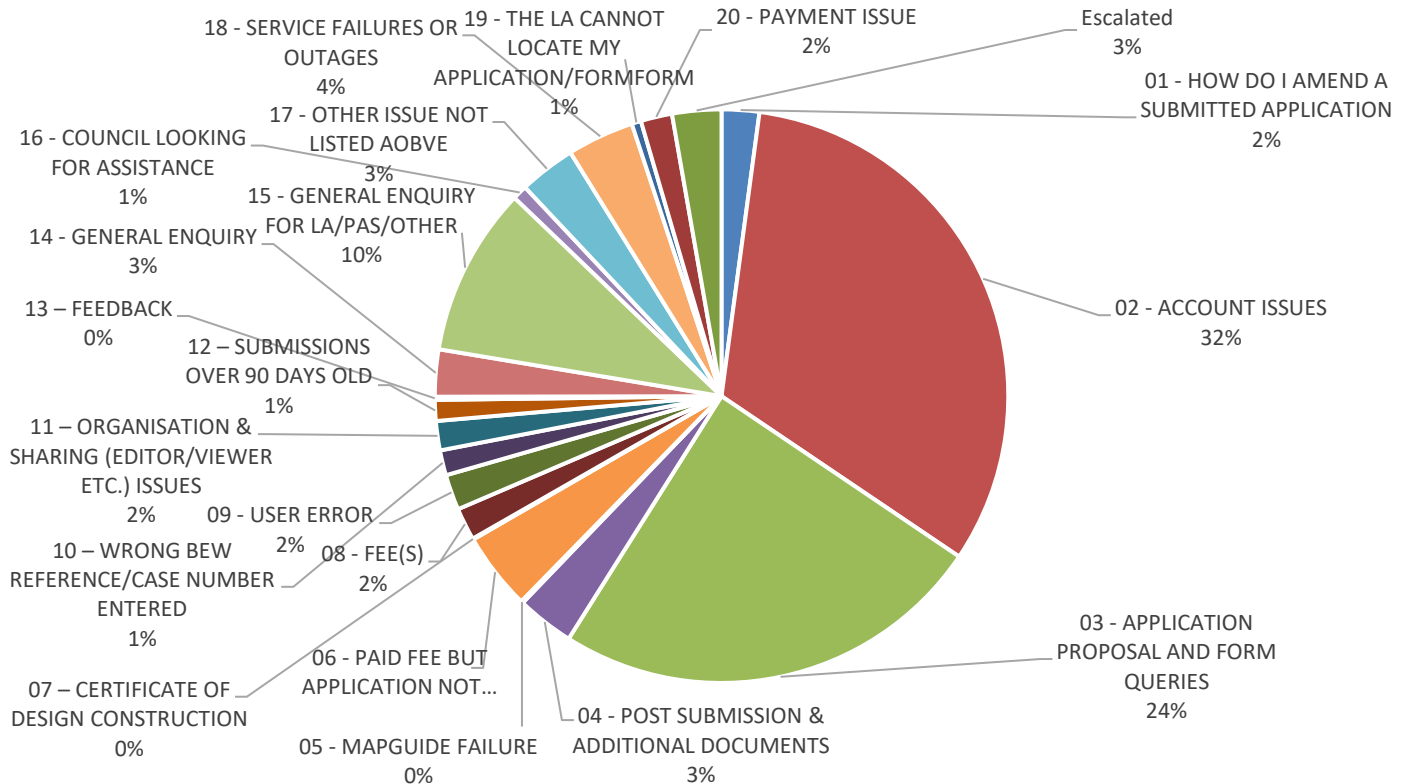
Table 1 - Applications submitted via ePlanning – Breakdown by Form and Authority from 1st April 2024 to 31st March 2025

Authority	Total Subs	ADV	APEG	APEN	CAC	CLEU	CLPU	HA	LBC	NOR	PA	PN	PSAD	TW
Aberdeen City Council	2,476	87	7	1	7	7	43	317	123	30	491	14	1,295	54
Aberdeenshire Council	5,901	46	6	0	8	12	23	550	167	22	1,051	149	3,780	87
Angus Council	1,093	15	4	1	1	5	18	178	88	17	336	29	399	2
Argyll and Bute Council	2,550	28	6	1	11	18	23	240	119	7	667	121	1,263	46
Cairngorms National Park Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0
City of Edinburgh Council	8,624	254	309	44	26	296	319	1,280	1,234	228	1,421	28	2,129	1,056
Clackmannanshire Council	442	4	0	0	2	1	6	79	36	1	94	3	204	12
Comhairle nan Eilean Siar (Western Isles Council)	354	2	2	0	1	0	1	28	14	0	216	17	72	1
Planning and Environmental Appeals Division (DPEA)	1,520	5	567	46	0	8	4	66	36	11	163	37	563	14
Dumfries and Galloway Council	2,698	29	4	0	4	7	24	276	135	12	568	149	1,451	39
Dundee City Council	1,149	44	7	3	7	3	35	147	102	10	262	16	424	89
East Ayrshire Council	1,241	16	4	0	3	1	33	166	33	4	285	24	650	22
East Dunbartonshire Council	1,830	20	6	0	5	5	55	338	65	9	253	16	1,029	29
East Lothian Council	2,960	55	28	6	17	38	26	440	137	16	423	18	1,700	56
East Renfrewshire Council	1,086	24	6	1	7	3	30	269	20	8	183	6	480	49
Falkirk Council	1,829	35	8	0	14	10	74	314	133	6	385	25	767	58
Fife Council	5,057	125	19	2	22	33	186	659	417	17	833	45	2,606	93
Glasgow City Council	6,712	164	173	3	14	109	111	574	390	50	1,226	84	3,808	6
Highland Council	7,322	64	15	3	7	122	43	390	115	18	1,470	216	4,850	9
Inverclyde Council	551	9	1	0	5	3	9	93	32	6	136	7	228	22
Loch Lomond & The Trossachs National Park Authority	725	9	2	0	1	6	13	95	32	5	188	26	328	20
Midlothian Council	1,422	20	4	0	2	9	25	180	61	9	254	16	774	68
Moray Council	1,860	19	2	0	0	14	13	188	62	9	364	35	1,143	11
North Ayrshire Council	1,161	23	0	0	3	8	52	204	31	4	277	18	518	23
North Lanarkshire Council	1,711	32	1	0	4	17	100	254	15	7	349	14	901	17
Orkney Islands Council	1,451	18	4	3	2	9	24	142	67	9	358	31	757	27
Perth and Kinross Council	3,508	33	126	25	6	8	51	308	145	12	643	71	2,045	35
Renfrewshire Council	1,020	32	4	1	0	4	47	193	48	0	253	18	367	53
Scottish Borders Council	1,931	17	3	0	5	5	44	303	143	15	448	94	833	21
Shetland Islands Council	388	4	1	0	1	1	2	40	18	1	161	18	135	6
South Ayrshire Council	1,247	23	4	0	2	7	45	255	67	7	324	40	442	31
South Lanarkshire Council	2,303	28	13	0	6	17	104	498	51	24	645	57	839	21
Stirling Council	1,297	23	6	0	7	5	24	240	120	9	285	21	542	15
West Dunbartonshire Council	559	9	0	0	1	4	14	68	5	1	94	3	345	15
West Lothian Council	1,353	49	15	1	1	7	59	254	42	5	300	19	560	41
TOTALS	77,331	1,365	1,357	141	202	802	1,680	9,626	4,303	589	15,406	1,485	38,227	2,148

Table 2 - Applications submitted via eBStds – Breakdown by Form and Authority from 1st April 2024 to 31st March 2025

Authority	Total Subs	ABW	BW	EPVBW	ATOU	CC	CCNBW	NIACC	NWSC	NRSW	DVCR	ASD	EPLLB
Aberdeen City Council	5,388	296	830	163	29	1,303	23	0	56	468	0	2,220	0
Aberdeenshire Council	9,553	560	1,332	667	197	1,681	27	0	93	671	0	4,324	1
Angus Council	3,960	242	614	195	35	768	17	0	9	236	0	1,844	0
Argyll and Bute Council	4,522	301	1,003	307	67	634	27	0	18	197	0	1,967	1
City of Edinburgh Council	27,071	1,263	3,215	1,321	181	7,369	100	4	103	1,183	2	12,330	0
Clackmannanshire Council	860	50	204	19	33	97	10	0	4	36	0	407	0
Dumfries and Galloway Council	4,718	325	932	378	53	1,267	30	2	16	319	0	1,396	0
Dundee City Council	4,470	285	520	130	65	1,220	18	1	17	215	1	1,998	0
East Ayrshire Council	2,823	173	496	91	55	778	11	0	21	267	0	931	0
East Dunbartonshire Council	3,791	199	666	112	4	654	17	0	211	378	0	1,550	0
East Lothian Council	2,840	200	651	170	6	384	28	2	15	116	0	1,267	1
East Renfrewshire Council	3,812	250	608	167	9	1,014	23	0	72	232	1	1,436	0
Falkirk Council	3,755	233	676	95	17	683	24	0	23	241	1	1,762	0
Fife Council	12,792	857	1,860	580	53	3,352	76	2	77	564	0	5,371	0
Glasgow City Council	14,486	655	2,124	241	45	4,336	84	2	149	927	1	5,922	0
Highland Council	11,102	667	1,642	527	154	2,220	67	3	292	816	1	4,712	1
Inverclyde Council	1,479	83	247	47	23	225	6	0	14	67	0	766	1
Midlothian Council	2,978	195	438	126	39	477	15	1	23	121	0	1,543	0
Moray Council	3,449	307	490	206	24	697	19	0	7	189	0	1,510	0
Comhairle nan Eilean Siar (Western Isles Council)	327	39	166	1	2	36	1	0	0	5	0	77	0
North Ayrshire Council	3,093	197	544	122	19	808	14	0	23	168	0	1,198	0
North Lanarkshire Council	8,742	344	1,401	224	21	2,093	78	3	107	462	0	4,009	0
Orkney Islands Council	796	81	187	15	2	61	6	0	2	18	0	424	0
Perth and Kinross Council	5,716	456	1,008	288	52	1,061	17	0	16	318	0	2,499	1
Renfrewshire Council	5,486	294	888	76	11	1,165	25	0	38	301	0	2,688	0
Scottish Borders Council	4,886	422	696	134	187	638	35	0	55	213	1	2,505	0
Shetland Islands Council	641	35	115	33	14	42	4	0	1	18	0	379	0
South Ayrshire Council	4,866	225	857	158	44	1,294	14	1	101	400	0	1,772	0
South Lanarkshire Council	6,232	378	1,408	204	23	1,471	55	0	42	299	0	2,352	0
Stirling Council	5,202	316	564	135	219	818	14	0	19	191	0	2,926	0
West Dunbartonshire Council	2,022	127	330	98	4	466	22	0	7	155	1	812	0
West Lothian Council	5,319	478	862	177	18	733	39	0	14	194	0	2,804	0
TOTALS	177,177	10,533	27,574	7,207	1,705	39,845	946	21	1,645	9,985	9	77,701	6

Annex 2 – Support Desk Queries for Calendar Year 2024



Queries	Ref No.	Rank	TOTAL	%
01 – How do i amend a submitted application	1	10	36	2.1%
02 – Account issues	2	1	549	32.3%
03 – Application proposal and form queries	3	2	416	24.5%
04 – Post submission & additional documents	4	6	55	3.2%
05 – Mapguide failure	5	20	2	0.1%
06 – Paid fee but application not submitted	6	4	74	4.4%
07 – Certificate of design construction	7	21	1	0.1%
08 – Fee(s)	8	12	31	1.8%
09 – User error	9	11	34	2.0%
10 – Wrong BW reference/case number entered	10	15	24	1.4%
11 – Organisation & sharing (editor/viewer etc.) Issues	11	14	28	1.6%
12 – Submissions over 90 days old	12	16	20	1.2%
13 – Feedback	13	19	3	0.2%
14 – General enquiry	14	9	45	2.7%
15 – General enquiry for la/pas/other	15	3	162	9.5%
16 – Council looking for assistance	16	17	14	0.8%
17 – Other issue not listed above	17	7	54	3.2%
18 – Service failures or outages	18	5	64	3.8%
19 – The la cannot locate my application/form	19	18	9	0.5%
20 – Payment issue	20	13	30	1.8%
Escalated	21	8	47	2.8%
TOTAL			1,698	100.0%