

70,311

submissions were made via eDevelopment.scot in this quarter including 20,258 via ePlanning & 50,053 via eBStds

Around
1,045,000

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

Online submissions in the last quarter included 9,653 fee-payable applications submitted via ePlanning and 13,622 via eBStds

All figures are as of
1st October 2021

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unplanned service outages occurred in the last quarter

We estimate that up to

95%

of all planning submissions & up to

86%

of all building warrant applications were submitted online in 2020/21

On average, around 5,700 users accessed the eDevelopment service each week in this quarter.

This peaked at over 6,000 users in a single week in August 2021.

Our Support Desk answered

475

queries from customers last quarter by phone, twitter, and email; equating to around

37

queries / week

We made
24
tweets and our twitter account (@eDevelopmentSG) had over

10,010

impressions and around
2,683
profile visits in the last quarter

We estimate that around

92%

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

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

1. Application/proposals and form queries (34.5%)
2. Account issues (22.3%)
3. General Enquiry - for LA/PAS/Other (10.1%)
4. Post Submission & Additional Documents (6.7%)
5. Fee paid but no application submitted (4.3%)

over **53,000**

customers are registered on the eDevelopment service

Around

43%

of all ePlanning submissions and

45%

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

successful update / bug fix releases were implemented in the last quarter

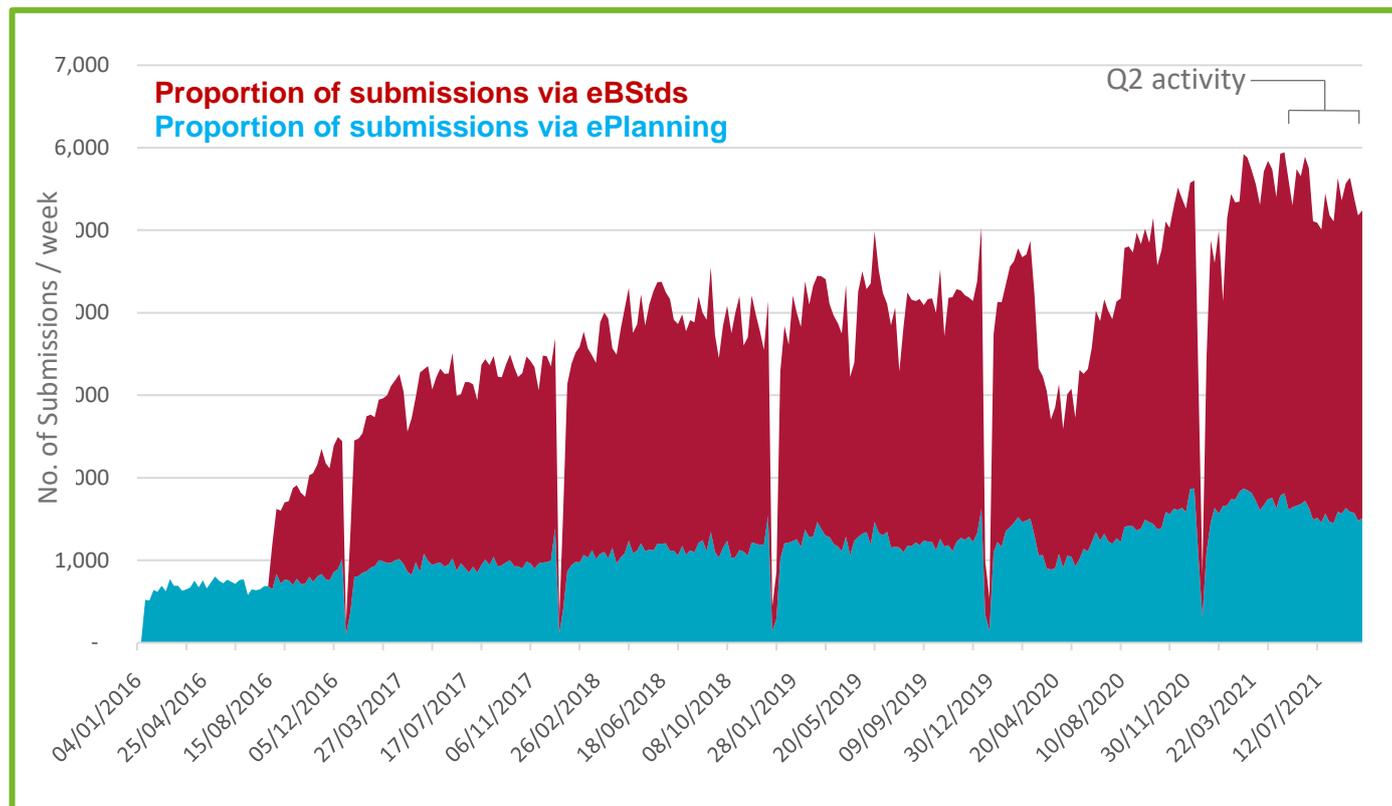
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tickets relating to the service were open with IT Support

7

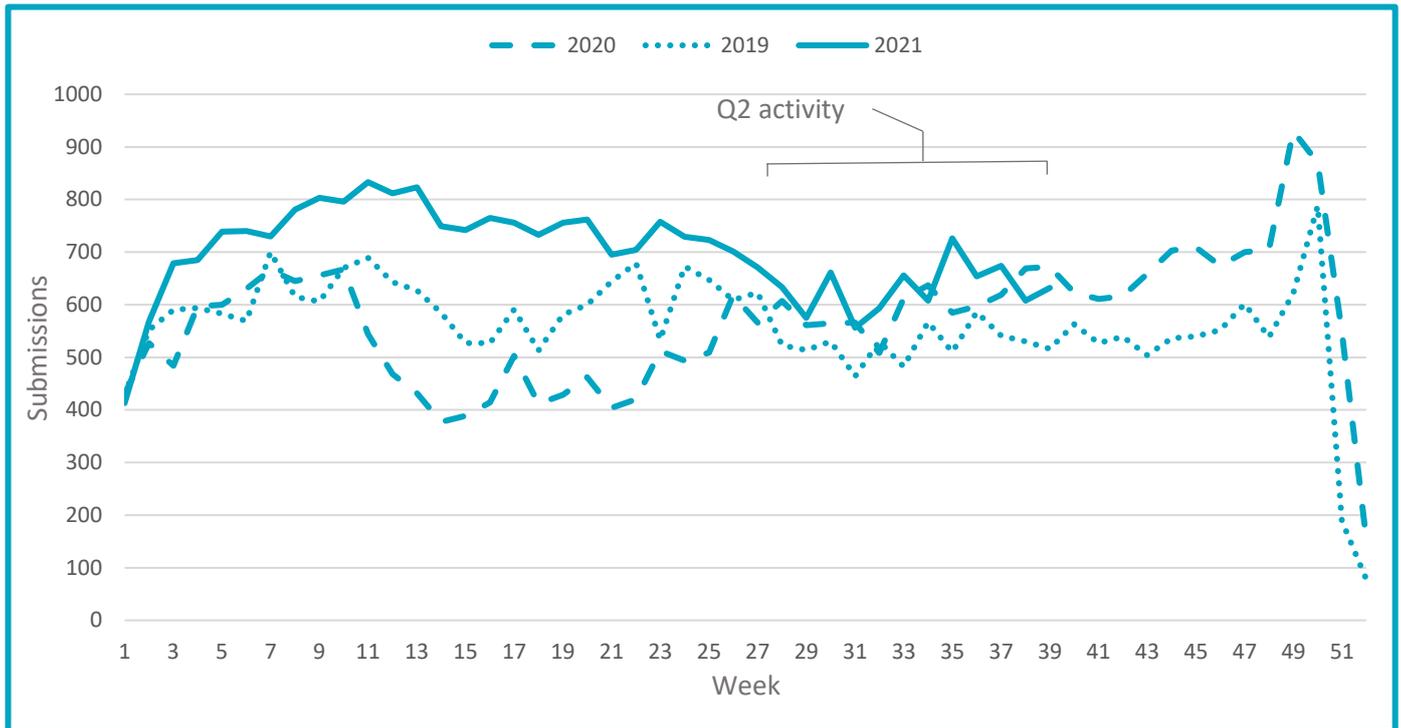
Service Performance KPIs

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



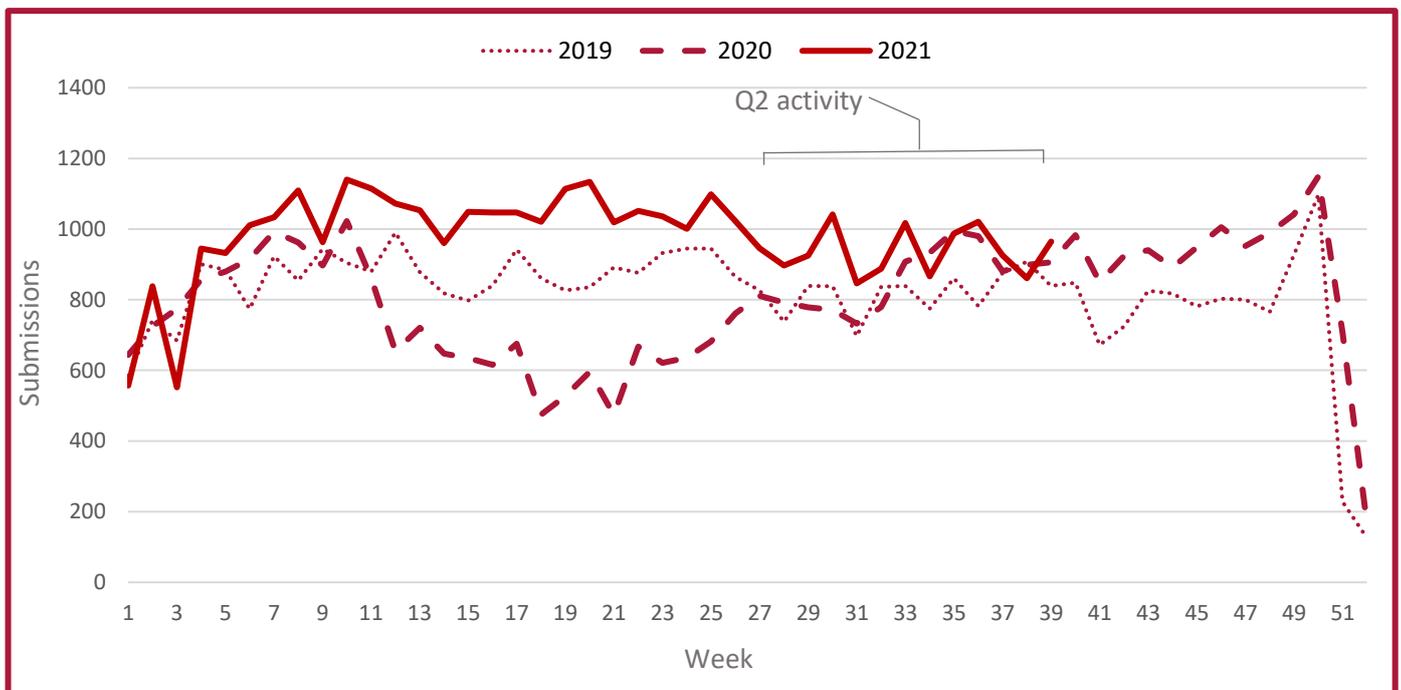
Note: Figures correct as of 01/10/2021.

ePlanning Trends – Comparison of KPI¹ Submissions for ePlanning by Week (New Planning Applications) for 2019 v 2020 v 2021



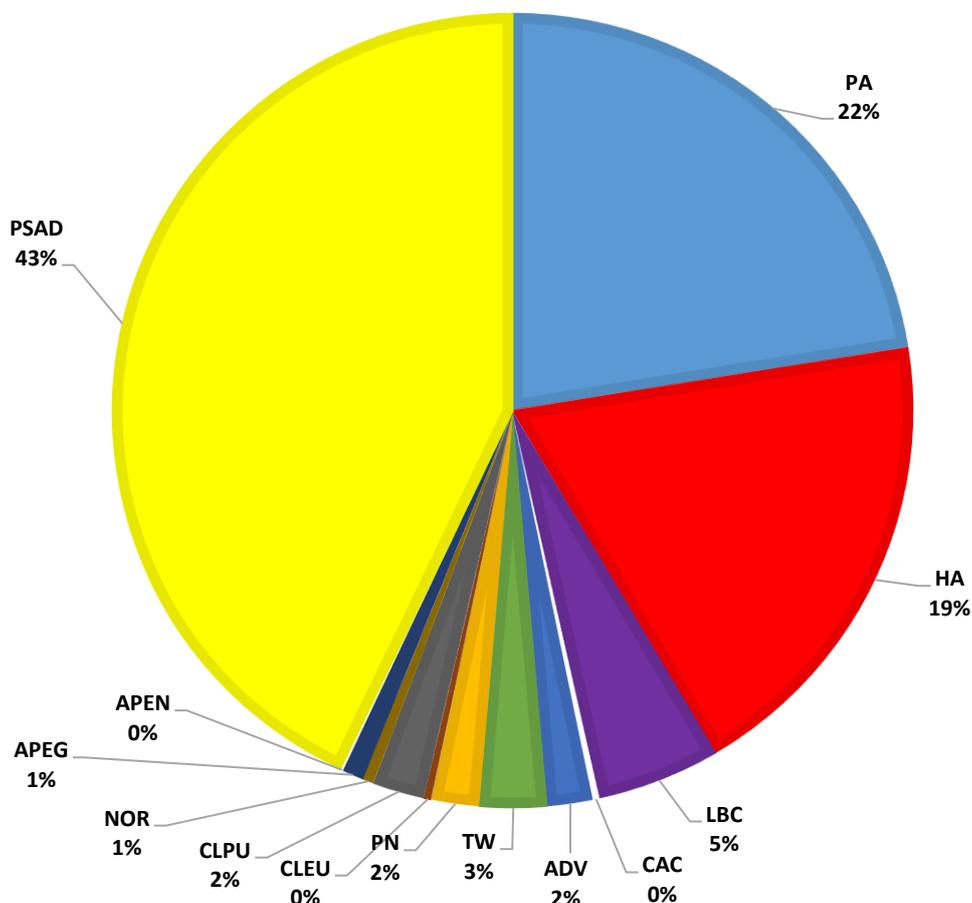
Note: ¹ KPI = New applications including Planning Permission applications (PA) and Householder applications (HA). Figures correct as of 01/10/2021.

eBStds Trends – Comparison of KPI² Submissions for eBStds by Week for 2019 v 2020 v 2021



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 01/10/2021.

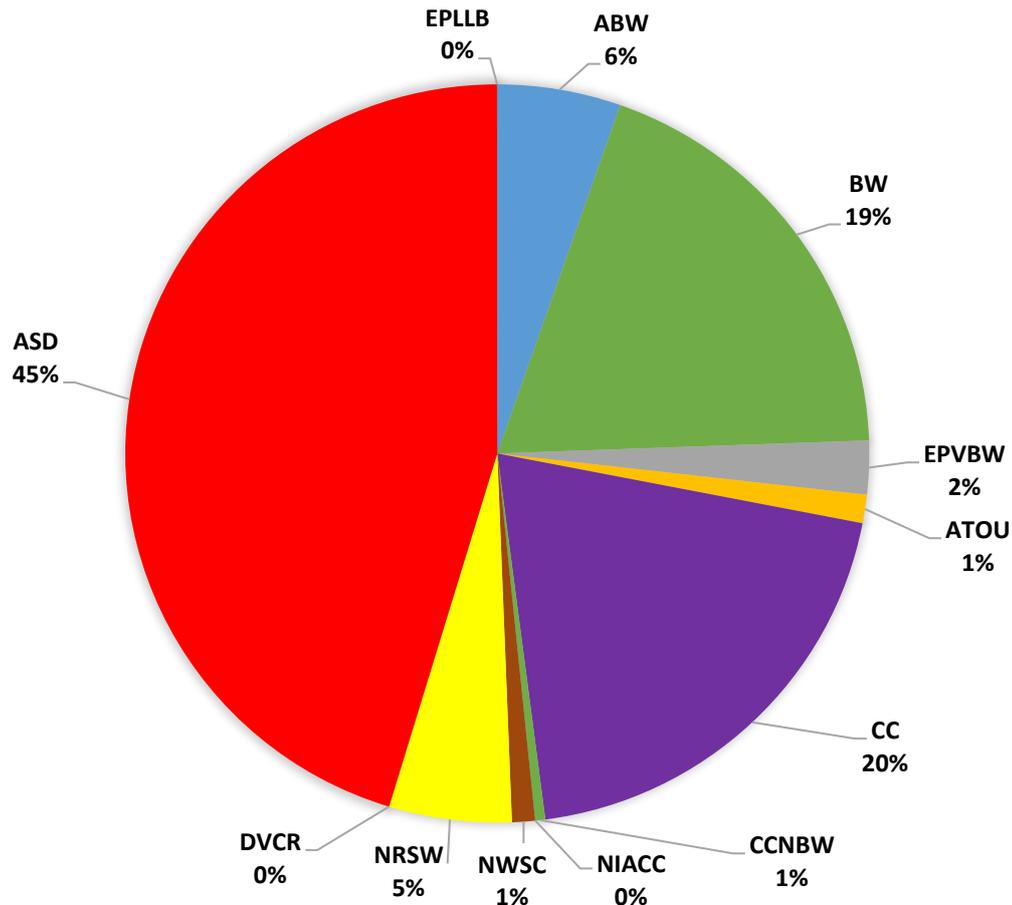
ePlanning Submissions – Breakdown of all submissions made via ePlanning in Q2 2021/22



Breakdown of ePlanning submissions in Q2 2021/22		
ADV	Advertisement Consent	370
APEG	Appeals against Refusals and Other Decisions	175
APEN	Appeals Notice	16
CAC	Conservation Area Consent	53
CLEU	Certificate of Lawfulness – Existing Use	62
CLPU	Certificate of Lawfulness – Proposed Use	421
HA	Householder Application	3,865
LBC	Listed Building Consent	1,010
NOR	Notice of Review	97
PA	Planning Application	4,551
PN	Prior Notification	384
PSAD	Post Submission Additional Documents	8,701
TW	Tree Works	553
	TOTAL	20,258

Note: Figures correct as of 01/10/2021

eBStds Submissions – Breakdown of all submissions made via eBStds in Q2 2021/22



Breakdown of eBStds submissions in Q2 2021/22		
ABW	Application for Amendment to Building Warrant	2,685
ASD	Additional Supporting Documents	22,666
ATOU	Application for Temporary Occupation or Use	623
BW	Building Warrant	9,546
CC	Completion Certificate	9,965
CCNBW	Completion Certificate Where No Building Warrant Obtained Submission	216
DVCR	Application for Discharge or Variation of a Continuing Requirement	2
EPLLB	Application to Extend Period of Use of Life Limited Building	7
EPVWB	Application to Extend Period of Validity of Building Warrant	1,175
NIACC	Notice of Intention to Use an Approved Certifier of Construction	4
NRSW	Notice Regarding Start of Work	2,665
NWSC	Notice of work Stages Complete	499
	TOTAL	50,053

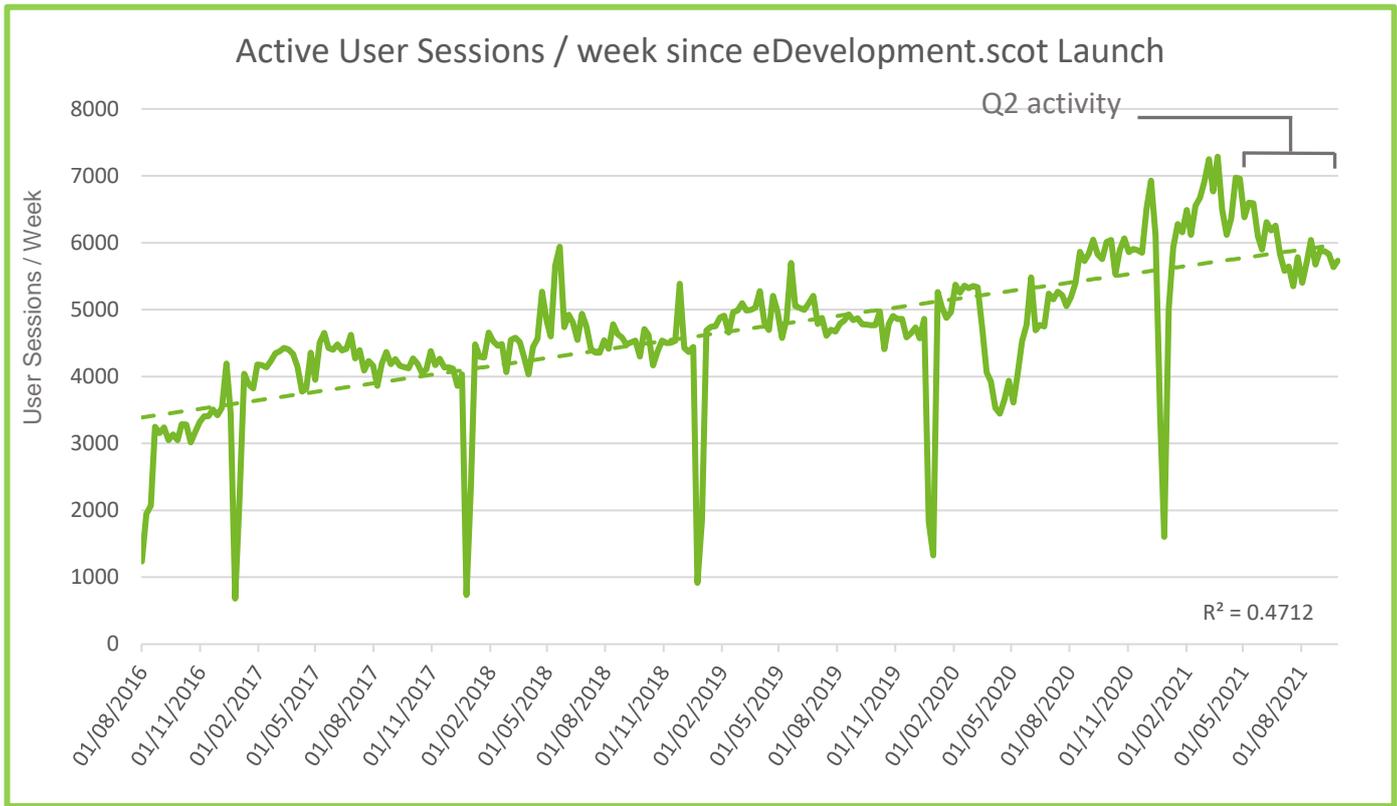
Note: Figures correct as of 01/10/2021.

Online Submissions – Breakdown of submissions made via ePlanning and eBStds in Q2 2021/22 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	528	168	360	1,705	705	1000
Aberdeenshire	1,441	756	685	3,014	1,208	1806
Angus	351	114	237	979	451	528
Argyll and Bute	655	296	359	1010	387	623
Cairngorms NP	0	0	0	0	0	0
City of Edinburgh	1,960	452	1508	7,360	3,462	3898
Clackmannanshire	136	67	69	304	168	136
Comhairle nan Eilean Siar	128	29	99	0	0	0
DPEA	151	55	96	1296	383	913
Dumfries and Galloway	754	319	435	1,186	544	642
Dundee City	274	68	206	918	381	537
East Ayrshire	338	150	188	1,361	666	695
East Dunbartonshire	419	159	260	934	467	467
East Lothian	899	490	409	1098	466	632
East Renfrewshire	378	157	221	1,090	589	501
Falkirk	254	56	198	3,265	1447	1818
Fife	1,776	1037	739	4,000	1,936	2064
Glasgow City	1,282	502	780	3,309	1,351	1958
Highland	2221	1,339	882	512	263	249
Inverclyde	199	66	133	105	22	83
LL&T NP	143	48	95	0	0	0
Midlothian	316	116	200	767	385	382
Moray	627	398	229	995	415	580
North Ayrshire	229	55	174	829	314	515
North Lanarkshire	658	331	327	2,474	1,105	1369
Orkney Islands	141	38	103	175	95	80
Perth and Kinross	813	268	545	1,499	714	785
Renfrewshire	288	72	216	1,413	707	706
Scottish Borders	527	171	356	1,440	702	738
Shetland Islands	136	69	67	171	100	71
South Ayrshire	311	51	260	1,248	516	732
South Lanarkshire	710	233	477	1,873	751	1122
Stirling	499	210	289	1,541	902	639
West Dunbartonshire	221	140	81	644	302	342
West Lothian	495	221	274	1,538	762	776
TOTAL	20,258	8,701	11,557	50,053	22,666	27,387

Note: Figures correct as of 01/10/2021.

Site Activity – Number of users accessing the eDevelopment.scot site each week since launch of eDevelopment.scot



Note: Figures correct as of 01/10/2021.

User Numbers – Number of registered users of the service



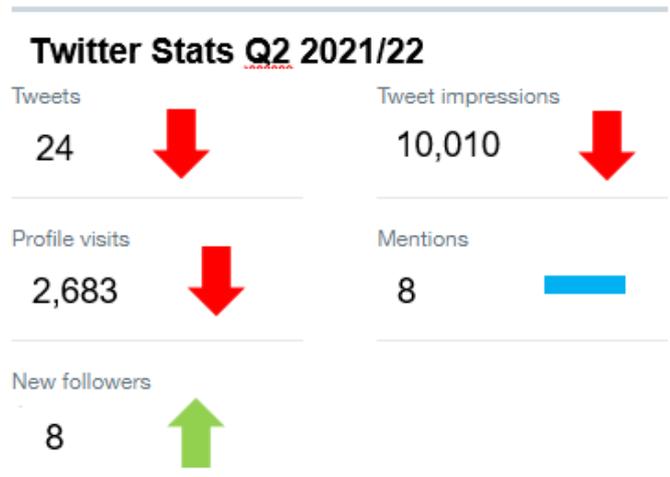
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Twitter Analytics – the last quarter for @eDevelopmentSG

The last quarter saw an decrease in terms of twitter activity for [@eDevelopmentSG](#).

The key points from the quarter are:

- We tweeted less than in the previous quarter (2 less tweets) and achieved fewer impressions and profile visits.
- We had the same number of mentions from other Twitter users this quarter, which are most commonly queries that are resolved through Twitter’s direct messages.
- We also saw a significant increase in followers this quarter (an increase of 8 compared to 4 in the previous quarter).



Notes:

Impression – refers to the delivery of a post or tweet to an account’s Twitter stream. While not all tweets are read or noticed by an account owner, it is generally accepted that increasing impressions can increase exposure.

Profile Visits – refers to the number of times that other twitter users visit the [@eDevelopmentSG](#) profile page.

eDevelopment Support Desk – Queries answered in Q2 2021/22

Categories of resolved queries made to the Support Desk		No.	%	+/-
Totals for this quarter	Total number of queries received and resolved by the Support Desk via phone or email	475	-	-103
	Average queries / week over this period	37	-	-7
A breakdown of these queries in this quarter	01 – How do I amend a submitted application	10	2.1%	+0.7%
	02 – Account issues	106	22.3%	-5.9%
	03 – Application/Proposals and Form Queries	164	34.5%	+5.8%
	04 – Post Submission & Additional documents	32	6.7%	+0.5%
	05 – Mapguide Failure	5	1.1%	-0.9%
	06 – Fee Paid but Application not submitted	24	5.1%	+1.8%
	07 – Certificate of Design/Construction Query	1	0.2%	-0.1%
	08 – Fees	4	0.8%	-1.9%
	09 – User Error	10	2.1%	-1.0%
	10 – Wrong BW or Case Number Entered	2	0.4%	+0.1%
	11 – Organisation & Sharing (Editor/Viewer) Issues	15	3.2%	+1.6%
	12 – Queries regarding Applications Over 90 Days Old	5	1.1%	+0.7%
	13 – Feedback	1	0.2%	-0.3%
	14 – General Enquiry – Us (SG)	19	4.0%	+1.8%
	15 – General Enquiry for LA/PAS/Other	48	10.1%	+2.0%
	16 – Looking for Assistance	2	0.4%	-1.1%
	17 – Other Issue not Listed	8	1.7%	-1.6%
	18 – Service Failures or Outages	0	0.0%	-0.3%
	19 – The LA Cannot Locate My Application/Form	2	0.4%	-1.0%
	20 - Payment Issues	17	3.6%	-0.7%
	TOTAL	475	100%	-

Notes: (1) Figures correct as of 01/10/2021; (2) all % have been rounded and the total % may not add up to 100%; (3) +/- % compared to Q1 2021/22; and (4) these figures do not include escalated calls to 2nd / 3rd level support.