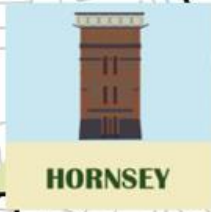
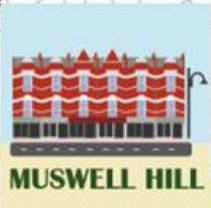


SHAPING PLANNING SERVICES TO DELIVER REFORM



ROB KRZYSZOWSKI MRTPI
DIRECTOR OF BUILT ENVIRONMENT & HIGHWAYS
LONDON BOROUGH OF HARINGEY









#RebelBorough

London Borough of Culture 2027





PLANNING

HOW WE DID IT

How the 'worst planning authority in the country' transformed into an award winner

Openness to feedback, and the ability to harness it to shape concrete plans for improvement, have revolutionised a once-failing planning service.

By Stuart Watson



1. Continuous feedback & improvement

2. Digital & commercial

3. People - EDI

FEEDBACK & IMPROVEMENT

CHALLENGE & ACTION PLANS

Haringey
LONDON



haringey.gov.uk

IMPROVING CONSTITUTIONS



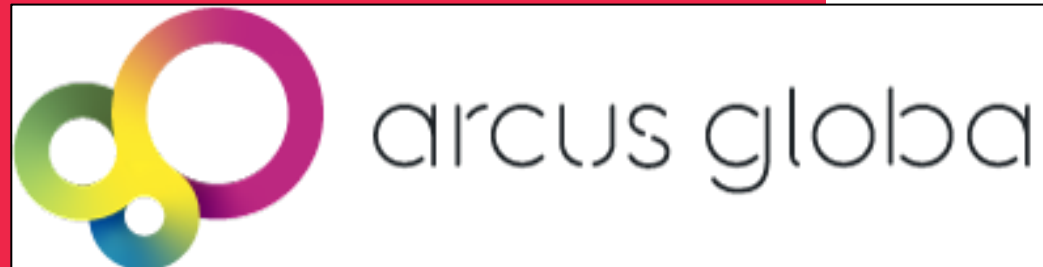
- National scheme of delegation
- Running order
- Motions to refuse
- Petitions
- Pre-application meetings
- Public engagement



DIGITAL & COMMERCIAL

DIGITAL SYSTEM

- Financial info
- Performance info
- Backlog etc
- Dashboard



Haringey
LONDON

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Haringey Planning & Building Control – Our digital & commercial journey



Tags: Built Environment, Digital Transformation, Guest Post, Haringey, Planning and Development

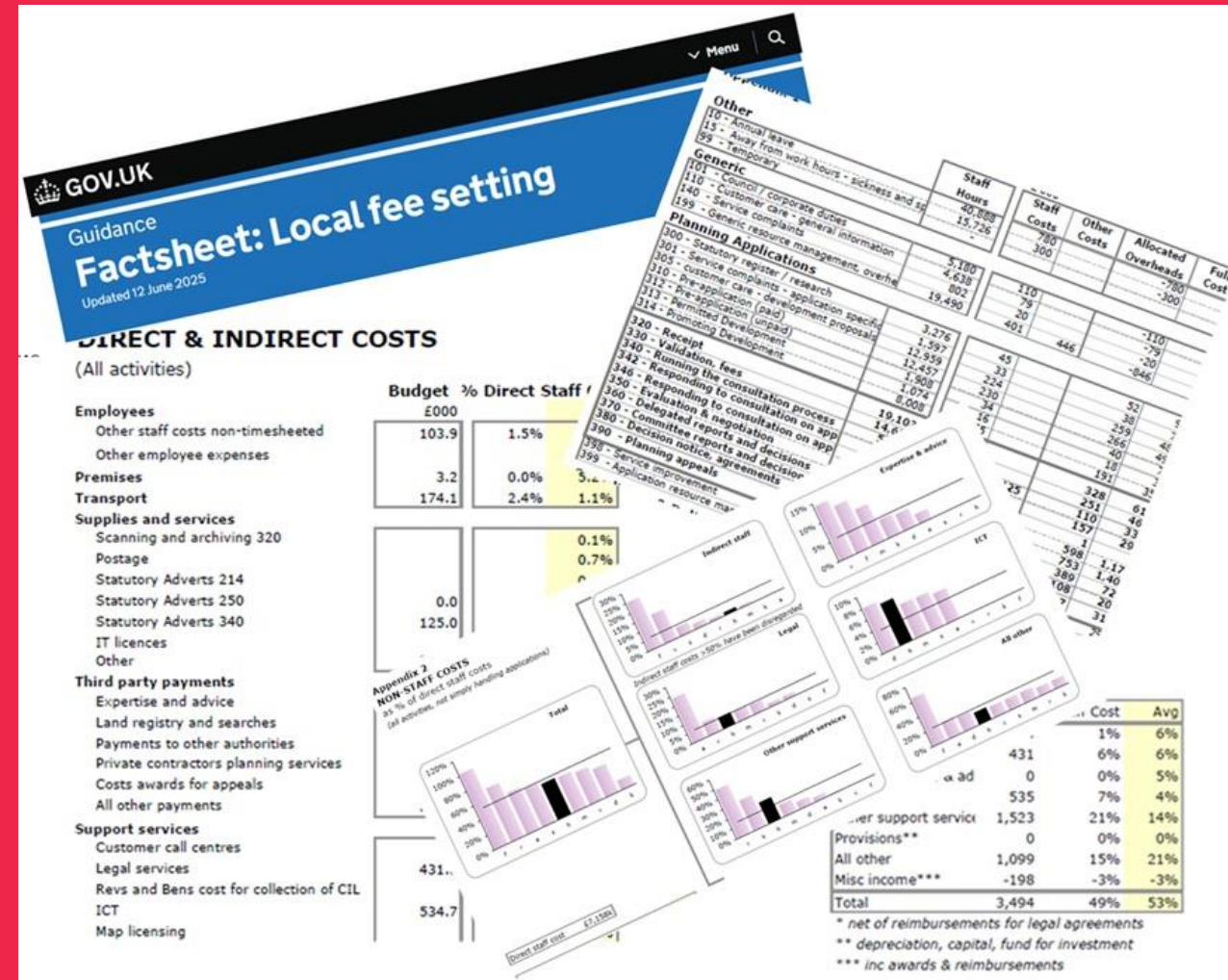
[in](#) [X](#)

A guest post, by Rob Krzyszowski MRTPI
Director of Planning & Building Standards, Environment & Resident Experience
Haringey Council

In 2012 Haringey was named as the worst planning authority and is now seen as one of the best, having won the Local Authority Team of the Year award at the 2024 Planning Awards, and being recognised by an independent Planning Advisory Service Peer Challenge as having been on a "dramatic journey of improvement".

A key part of that journey has been **digital transformation**. This has helped us reduce our call on the Council's budget whilst increasing efficiency and maintaining a strong performance.

LOCAL FEE SETTING & FEEDBACK



FEEES: VISION or RETROFIT?

Haringey
LONDON



PEOPLE



Planning & Building Standards



Equity, Diversity & Inclusion (EDI) Action Plan

January 2026

This plan has been drafted by the Planning & Building Standards (PBS) [EDI Working Group](#) and informed by an all-staff anonymous [PBS EDI Survey](#) conducted in summer 2025, for which the results are available in our [EDI Survey Insights](#) summary. Thank you to everyone who responded to the survey.

	Action	Owner	Measure	Timeline
1 LEADERSHIP				
1.1	Publish annual report on EDI Action Plan and accomplishments [RTPI Inclusive Framework] Revise Action Plan when necessary	Director of PBS EDI Working Group	Share outcomes delivered within PBS on annual basis	Annual
1.2	Annual call-out for staff to join PBS EDI Working Group [RTPI Inclusive Framework]	Director of PBS EDI Working Group	Representative working group from across the PBS services	Annual
1.3	Support staff to be part of voluntary groups in-house and out	Line Managers	Explicitly included as part of My Conversations, supporting staff spending some time with these groups, for example: In-house Haringey groups: • PBS EDI Working Group • Employee Networks Planning: • BAME Planners Network • Women in Planning • Planning Out (LGBTQI+)	From Q1 2026



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