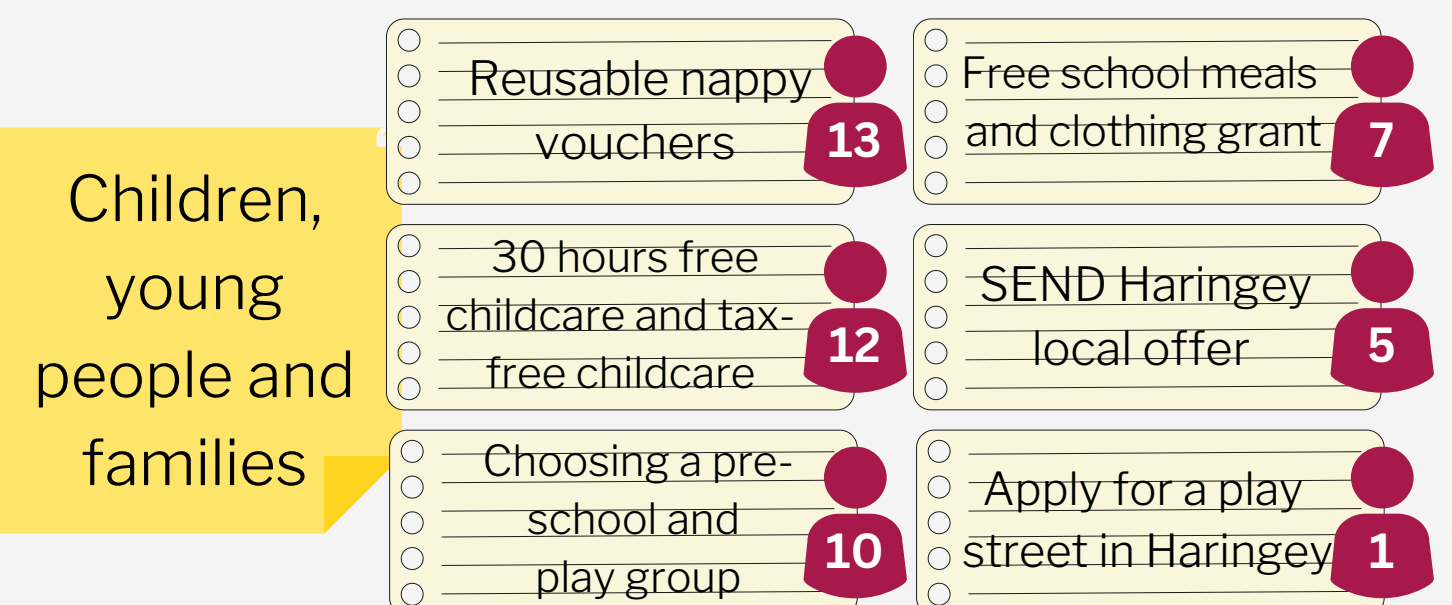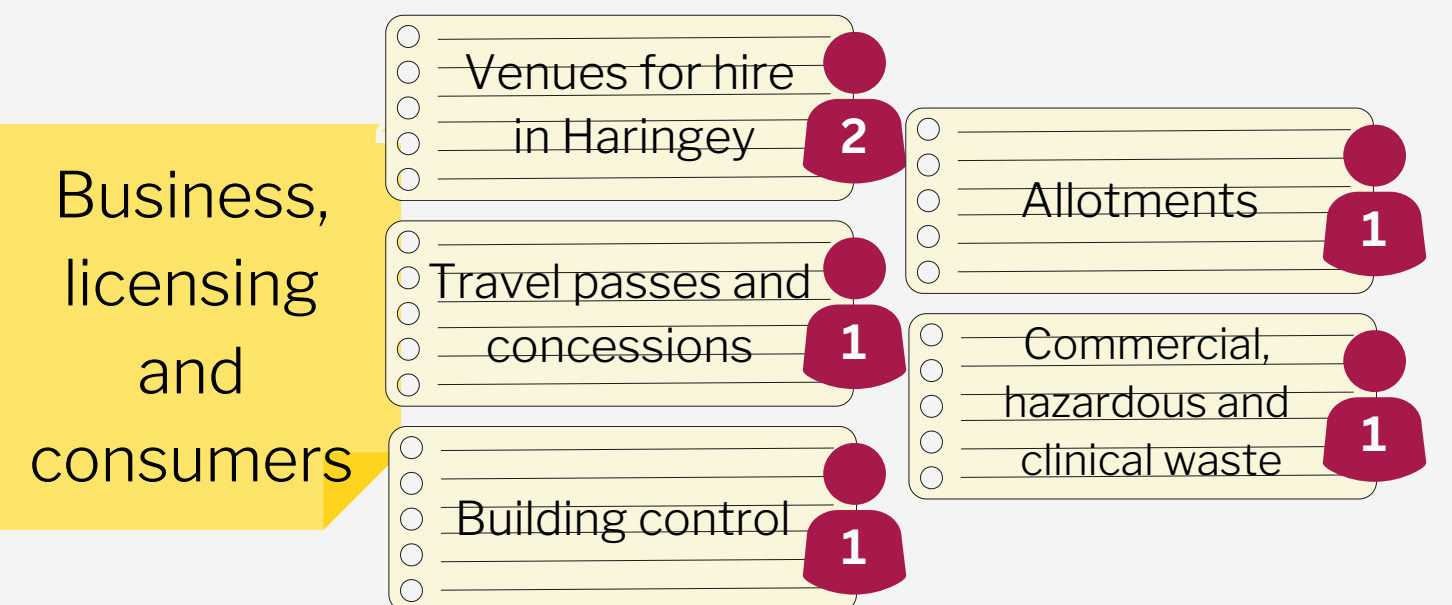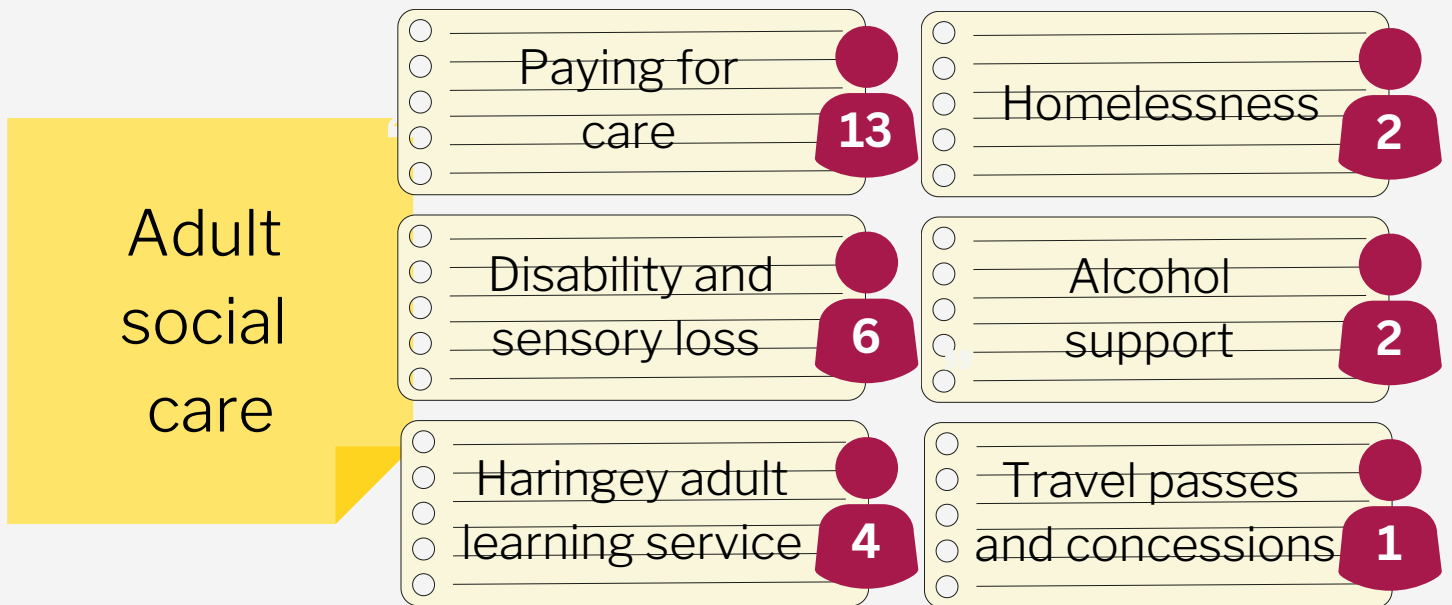# Card sorting

The study consisted of a digital card sorting activity and some post activity questions based around website language and phraseology. It was completed by 14 users:

- 42.9% stakeholders
- 57.1% residents.

The findings from the analysis will help us to map clear signposting, validate the current structure and uncover any issues within the IA and content for further discussion or improvement.

Number of participants who put a card in a particular category.

Adult social care

Paying for care	13	Homelessness	2
Disability and sensory loss	6	Alcohol support	2
Haringey adult learning service	4	Travel passes and concessions	1

Benefits and financial support

Haringey, here to help	8	Free school meals and clothing grant	2
Travel passes and consessions	4	Reusable nappy voucher	1
Haringey warm welcome	4	Disability and sensory loss	1

Business, licensing and consumers

Venues for hire in Haringey	2	Allotments	1
Travel passes and concessions	1	Commercial, hazardous and clinical waste	1
Building control	1		

Children, young people and families

Reusable nappy vouchers	13	Free school meals and clothing grant	7
30 hours free childcare and tax-free childcare	12	SEND Haringey local offer	5
Choosing a pre-school and play group	10	Apply for a play street in Haringey	1

Community, safety and emergencies

Reporting anti-social behaviour — 10	Large events in Finsbury Park — 1
Flooding — 8	Air pollution — 1
Haringey warm welcome — 2	Reporting a tree problem — 1
Venues for hire in Haringey — 2	Report dog fouling — 1
Voluntary sector — 2	Commercial, hazardous and clinical waste — 1
Consultations — 1	Alcohol support — 1
Allotments — 1	Haringey, here to help — 1

Council and elections

Register to vote — 13	Haringey warm welcome — 1
Council strategies and policies — 9	SEND Haringey local offer — 1
Consultations — 6	Haringey, here to help — 1
Climate change action plan Haringey — 2	

Education and schools

Haringey adult learning service — 6	Jobs in schools — 4
Free school meals and clothing grant — 5	Choosing a pre-school and play group — 4
SEND Haringey local offer — 5	30 hours free childcare and tax-free childcare — 2

Health and wellbeing

Alcohol support — 10	Air pollution — 3
Disability and sensory loss — 7	Commercial, hazardous and clinical waste — 1
Haringey warm welcome — 3	

Bins and recycling

- Commercial, hazardous and clinical waste — 3
- Street sweeping — 2
- Council strategies and policies — 1

Environmental Health

- Air pollution — 9
- Commercial, hazardous and clinical waste — 8
- Flooding — 5
- Climate change action plan in Haringey — 4
- Report dog fouling — 4
- Major projects and regeneration — 1
- Pavement obstructions — 1
- Large events in Finsbury Park — 1
- Reporting anti-social behaviour — 1

Leisure, parks and culture

- Large events in Finsbury Park — 11
- Air pollution — 10
- Venues for hire in Haringey — 6
- Reporting a tree problem — 2
- Reporting anti-social behaviour — 1
- Report dog fouling — 1

Jobs, training and volunteering

- Search for opportunities and apprenticeships - Haringey Works — 14
- Jobs in schools — 10
- Voluntary sector — 6
- Haringey adult learning service — 3
- Reporting a tree problem — 1

Streets, roads and transports

- Street sweeping — 12
- Pavement obstructions — 12
- Apply for a play street in Haringey — 10
- Report dog fouling — 7
- Travel passes and concessions — 7
- Reporting a tree problem — 6

Housing

- Homelessness — 11
- Building control — 2
- Major projects and regeneration — 1
- SEND Haringey local offer — 1

Planning and development

- Major projects and regeneration — 12
- Building control — 11
- Climate change action plan Haringey — 5
- Consultations — 4
- Council strategies and policies — 2
- Apply for a play street in Haringey — 2
- Reporting a tree problem — 1
- Pavement obstructions — 1
- Large events in Finsbury Park — 1
- Air pollution — 1

I don't know where to put this

- Voluntary sector — 6
- Haringey, here to help — 4
- Haringey warm welcome — 4
- Venues for hire in Haringey — 4
- Consultations — 3
- Reporting a tree problem — 3
- Climate change action plan Haringey — 3
- Allotments — 2
- SEND Haringey local offer — 2
- Council strategies and policies — 2
- Reporting anti-social behaviour — 2
- Apply for a play street in Haringey — 1
- Report dog fouling — 1
- Register to vote — 1
- Haringey adult learning service — 1
- Travel passes and concessions — 1
- Alcohol support — 1
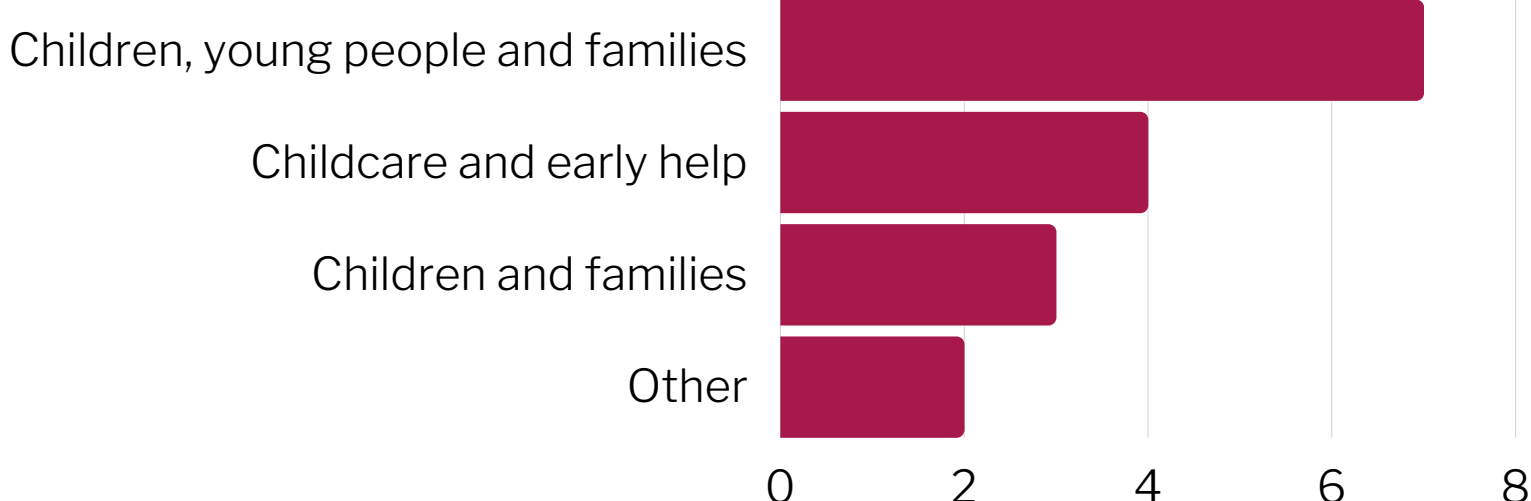- Homelessness — 1
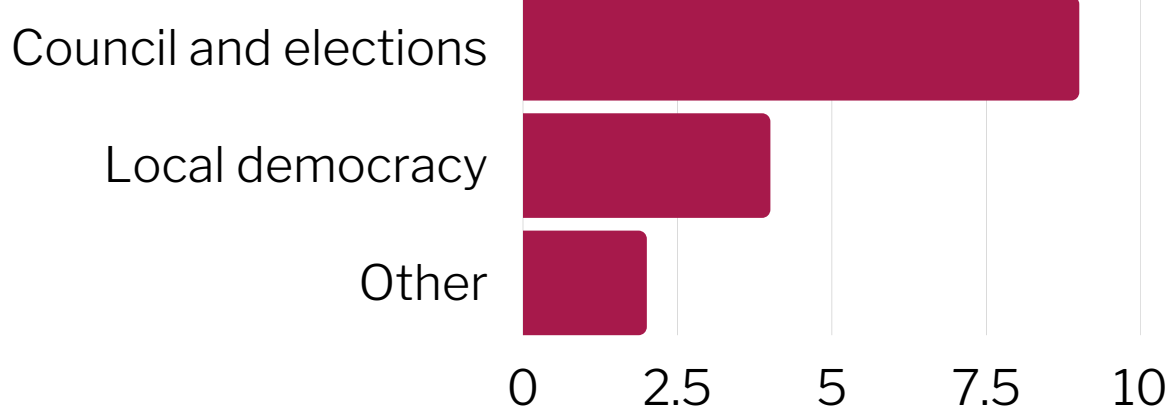- Flooding — 1
- Paying for care — 1

Questionnaire

Users were asked a series of post study questions around website language and phraseology. This included a choice of titles of some of the service areas and the chance to give a title suggestion or comment. The bar charts in this section show the findings from the multiple choice options starting with most popular at the top. The 'other' suggestions are also listed in full below along with any additional user comments.

The 2 "other" participant suggestions were:
- Early years and support for young people
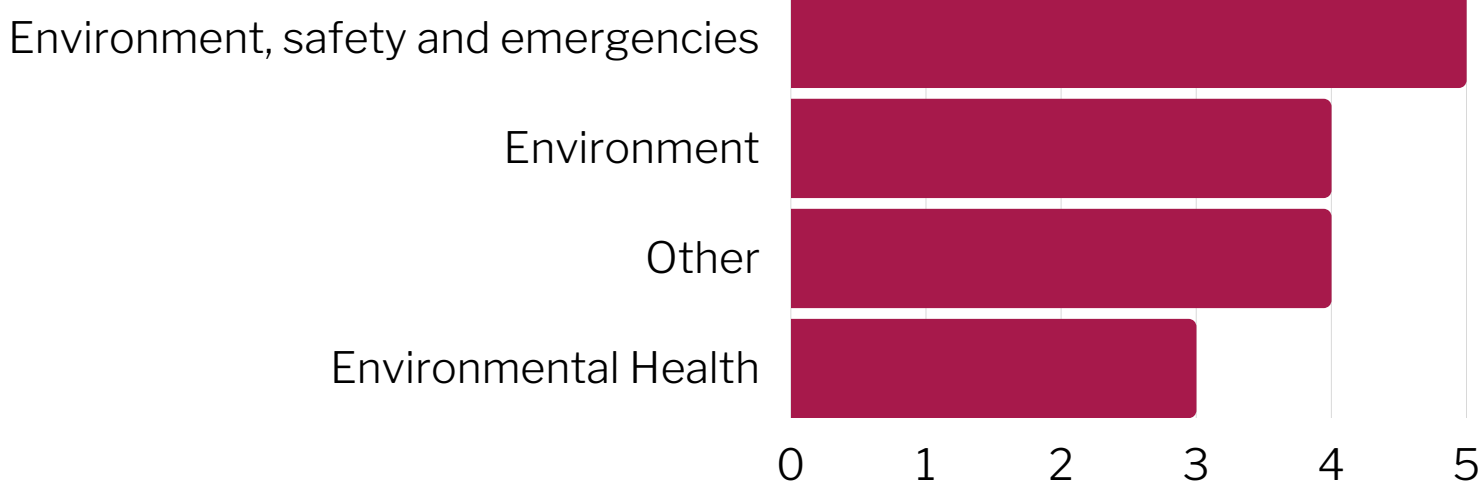- Children and young people

The 2 "other" participant suggestions were:
- Council, elections and consultations
- Local democracy: Haringey decision making, elections and core policies

0 participants selected the following options from the list:
- Your council
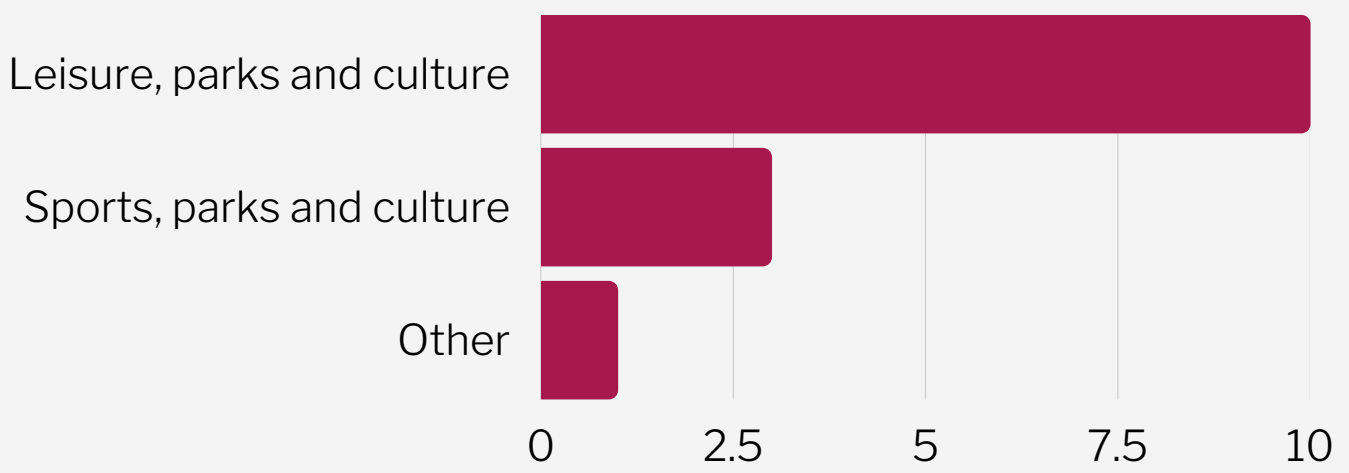- About the council
- Running the council

The 1 "other" participant suggestion was:
- Environmental health and emergencies

3 participants also added additional comments on this section:
- I wouldn't - dog fouling and pest control in with climate change? Rethink.
- Environmental Health, Safety, Emergencies (Climate change should be separate and should be included in policies/strategies)
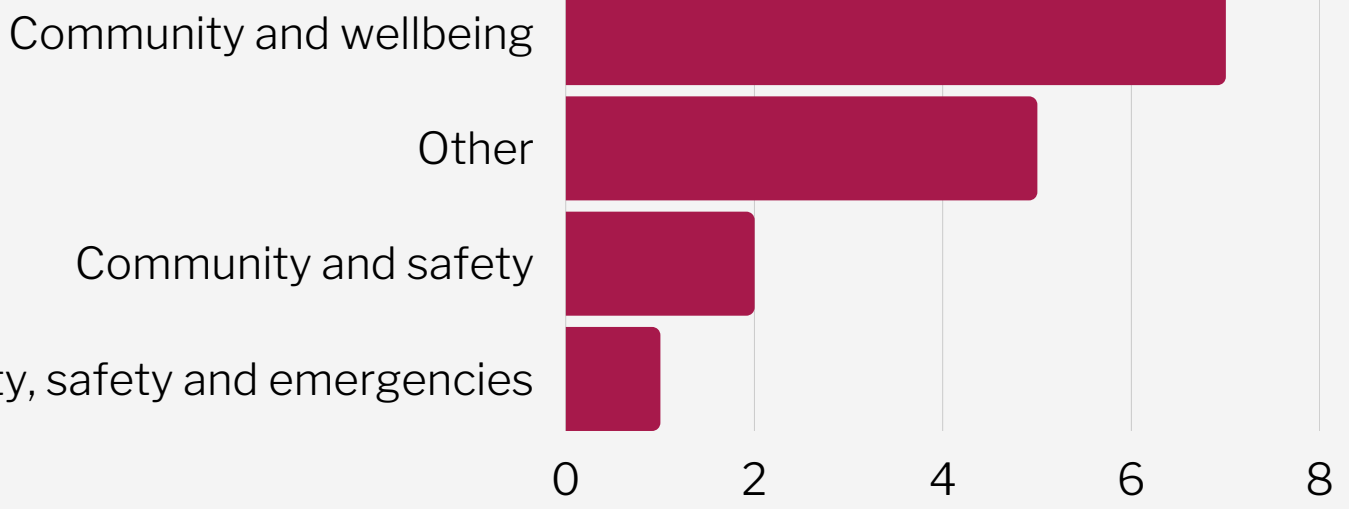- Can't think of one that covers all these topics

The 1 "other" participant suggestion was:
- Culture, leisure, libraries, parks and sports

0 participants selected the following option from the list:
- Sports, parks and entertainment

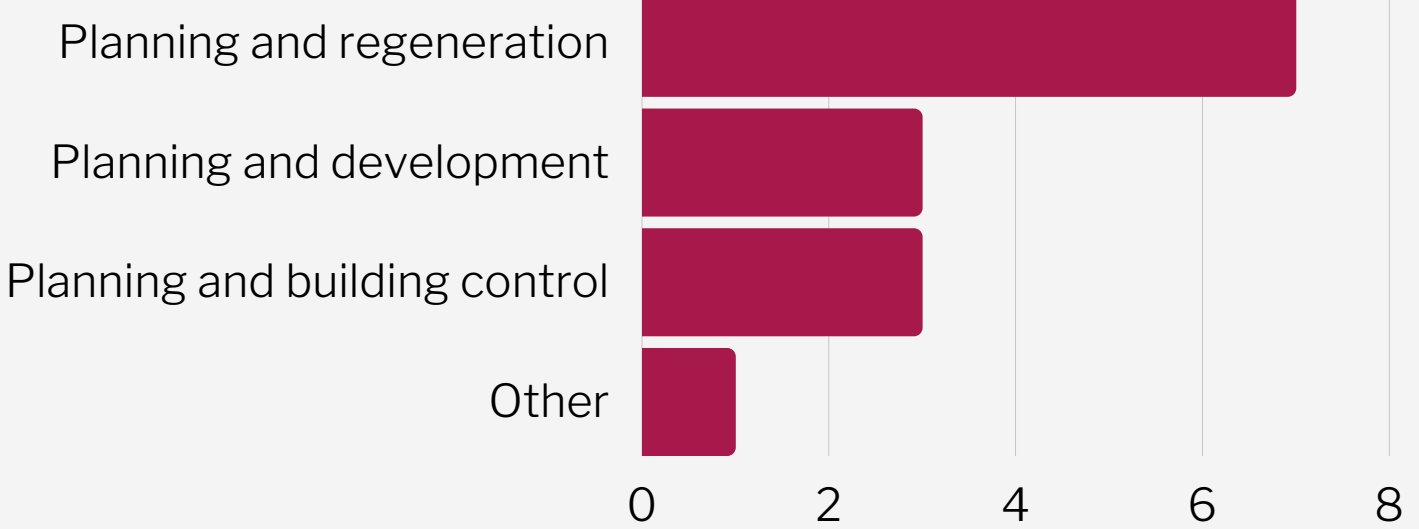The 1 "other" participant suggestion was:
- Community, safety and wellbeing

4 participants also added additional comments on this section:
- I don't think I'd have this as a section - ASB doesn't belong with community events (they are the opposite of each other)
- 'community' is too vague. Anti- social behaviour' should be easy to find and not in this group.
- These don't fit together. ASB and community safety go together. the others are very different
- again, to me these don't all go under one heading, so I can't say

0 participants selected the following option from the list:
- Community

The 1 "other" participant suggestion was:
- Planning, development and building control

0 participants selected the following options from the list:
- Planning

Summary

This summary has been included to highlight any recurring themes or areas for further discussion.
It is important to note that the results are captured from a small group of residents and stakeholders and work as part of the larger discovery piece.

57% of users placed 'commercial, hazardous and clinical waste' in 'environment'. 21 % of users placed it under 'bins and recycling'.

36% of users felt the 'climate change action plan' related to 'planning'. 29% of users placed under 'environment'.

Users felt 'streets, roads and transport' would include:
- pavement obstructions
- street sweeping
- applying for a play street
- reporting dog fouling
- travel passes and concessions
- reporting a tree problem

93% of users placed 'reusable nappy vouchers' under 'children and young people'. 7% of users placed under 'benefits'. No participants put this under 'bins & recycling' where it currently sits.

Users felt 'consultations' should sit under:
- council and elections 43%
- planning 29%
- I don't know 21%
- community, safety and emergencies 7%

The four cards that were most frequently placed in the 'I don't know' category were:
- voluntary sector 43%
- Haringey, here to help 29%
- Haringey warm welcome 29%
- venues for hire in Haringey 29%
'consultations', 'reporting a tree problem' and 'climate change action plan' were also often placed in the 'I don't know' pile.

Users were certain 'reporting ASB' and 'flooding' should sit in 'community'. It is important to make it clear what the 'community' section covers so that it is not doubling up as a second 'environment' section or becoming a dumping ground. The user comments from the questionnaire also back up the potential confusion with these areas. Ensure the identity of both areas is clear and that the purpose doesn't become blurred, leading to duplicate information being created in the future.

Users felt that 'benefits' should cover areas like:
- reusable nappy vouchers
- free school meals and clothing grant
- travel passes and concessions

Users felt that, alongside 'elections' and 'consultations', the 'council and elections' section should include:
- here to help
- warm welcome
- climate change action plan
- SEND local offer