

# Haringey London Council: Scenario Testing Comparison

Current Site Vs. LGD Haringey Website



**BEFORE**

**AFTER**

## TASK 1: Benefits

Finding the online application for Discretionary Housing Payment



2 min  
49 sec



1 min  
18 sec

16.7% said "Very Difficult"

37.5% said "Easy and Very Easy"

Time saved on task: 1 min 31 sec

## TASK 2: Births, Deaths, Marriages And Citizenship

What documents are required when attending a notice of marriage appointment

83%

of participants completed the task



100%

of participants completed the task



33.3% said "Not Very Easy"

75% said "Easy"

Time saved on task: 1 min 04 sec

## TASK 3: Council Tax

Checking the Council Tax band for a house.

58.3%

of participants used navigation



62.5%

of participants used navigation



25% said "Very Difficult"

100% said "Easy and Very Easy"

Time saved on task: 2 min 41 sec

## TASK 4: Leisure, Parks And Culture

Finding further information about future events in Finsbury Park

33.3%

of participants used navigation



62.5%

of participants used navigation



16.7% Did not complete task

87.5% said "Very Easy"

Time saved on task: 2 min 13 sec

## TASK 5: Bin Collection

How to report a missed bin collection



1 min  
37 sec



14 sec

16.7% said "Difficult"

100% said "Very Easy"

Time saved on task: 1 min 23 sec

## TASK 6: Recycling

Finding the address for the local tip in Haringey

50%

of participants used navigation



62.5%

of participants used navigation



16.7% Did not complete task

87.5% Completed the task

Time saved on task: 49 sec